

Techniques that **I need to work on** while listening:

- 5 = Not at all (I do this easily and naturally every time)
- 4 = To a small extent (I do this most of the time)
- 3 = To a moderate extent (I do this about half the time)
- 2 = To a great extent (I can do this, but I often forget)
- 1 = To a very great extent (I find this very difficult to do)

- 5 4 3 2 1 1. Giving my full, undivided attention to the other person.
- 5 4 3 2 1 2. Turning my body to face the speaker squarely. Muting my phone and minimizing any work on my computer. Closing a door or moving to a quiet area. If the time is not sufficient, scheduling a more appropriate time.
- 5 4 3 2 1 3. Paying attention to the speed, pitch, tone, loudness and softness of the voice. Listening to understand from the speaker's point of view.
- 5 4 3 2 1 4. Focussing my thinking so that I am completely present and able to listen in a non-judgemental, neutral way
- 5 4 3 2 1 5. Being able to quiet my own point of view and resist the temptation to ask questions or to give advice before I have fully understood the other person's point of view.
- 5 4 3 2 1 6. Demonstrate to the speaker that you are following closely by paraphrasing the essence of what you understand the speaker has said at least twice before asking an open-ended question.
- 5 4 3 2 1 7. Remaining silent, but attentive, so that the speaker can explore the range and depth of his or her thoughts.
- 5 4 3 2 1 8. Asking occasional, open-ended questions that focus on the speaker's perspective. Doing this to clarify my understanding and encourage the speaker without directing the conversation.
- 5 4 3 2 1 9. When the speaker has finished, summarizing back to the speaker what I understand has been said without judgement and without slipping in any advice.

Your total score _____(Higher numbers mean you are listening well now) Top score 45

The part of listening well I would most like to improve is _____