

Rate Your Listening Skills

1. When I ask a question and don't get a prompt response, I:
 - a. Ask the question again.
 - b. Ignore the question and move on.
 - c. Ask a different question.
 - d. Wait 10 seconds for an answer

2. I make eye contact with speakers:
 - a. When I want them to realize I'm listening.
 - b. All the time.
 - c. To intimidate them.
 - d. Sometimes; I don't really know.

3. When I don't understand something, I'll:
 - a. Keep quiet and try to understand it in context.
 - b. Politely ask, "Can you rephrase that?"
 - c. Nod as if I understand.
 - d. Disregard it.

4. When I start to get bored with a speaker, I'll:
 - a. Tune out while pretending to listen.
 - b. Interrupt to steer the conversation on a more lively path.
 - c. Prompt him to wrap up by summarizing his remarks
 - d. Paraphrase what I hear to be polite.

5. You can tell I'm listening well if:
 - a. I'm nodding or smiling.
 - b. I prompt a speaker often (examples: "Go on" or "You don't say").
 - c. I keep quiet.
 - d. I align myself physically with the speaker.