

LISTENING SKILLS ASSESSMENT WORKSHEET

Please place a check mark in the appropriate circle.

Always	Sometimes	Never
3	2	1

Concentration Skills

- | | | | |
|--|----------|----------|----------|
| 1. When I talk with others, my mind is completely absorbed by what they are saying, and it seldom wanders. | 3 | 2 | 1 |
| 2. When in a conversation with others, I hold my comments until they are finished talking, even though my comments may have direct relevance to what they are saying at that time. | 3 | 2 | 1 |
| 3. I do not let distractions like ringing telephones, busy street traffic, or other conversations in a room distract my attention from what someone is saying to me. | 3 | 2 | 1 |

Acknowledgment Skills

- | | | | |
|--|--|--|--|
| 4. When talking face to face or on the phone with someone, I acknowledge what has been said with | | | |
|--|--|--|--|



“I understand” or “I see” or other comments that let the buyer know I’m listening. **3** **2** **1**

Research Skills

5. Whenever I talk with someone, I encourage the conversation and ensure that it will be a two-way flow of communication by asking open-ended questions, clarifying what I don’t completely understand and giving appropriate feedback. **3** **2** **1**

6. I let others know that I am listening and trying to understand what they are saying by using phrases like, “tell me more about that,” or “can you give me an example?” or “then what?” **3** **2** **1**



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Sensing Skills

7. When I am talking with others, I read their body language as well as listen to their words, to fully interpret what they are telling me. **3** **2** **1**
8. When talking with others, I try to read what is going on behind their spoken words by asking myself what they might be feeling, why they are saying what they are saying, and what the implications are. **3** **2** **1**

Structuring Skills

9. Whenever I talk with others, I take either mental or written notes of the major idea, the key points and the supporting points and/or reasons. **3** **2** **1**
10. As I take my mental or written notes, I sequence — I listen for order or priority. **3** **2** **1**

Areas that I need improvement in are:

My action plan to improve in these areas is:



The 7 Tips to Effective Listening

1. Listen attentively

- * You must make the effort to concentrate on what the other person is saying, not what you're going to say next.
- * Be aware of your posture. The right posture enhances your ability to concentrate, eliminates distractions and communicates that you are listening attentively.

2. Verify your understanding

- * Pause, think about what was said, and then think about what you will say.
- * Repeat what was said using different words—without adding anything new or your interpretation.
- * Describe what you think the other person said. This is a more complex approach because it requires you to add interpretation or inference—and it requires the other person to respond to those additions.

3. Get confirmation that your verification was correct

- * The actual statement you make is only half of verifying.
- * You must ask a question requesting the confirmation.

4. Avoid appearing manipulative when seeking confirmation

- * Phrase your question in a neutral or positive way, for example, “Is that right?”

5. Seek clarification if you do not understand something

- * Don't wait.
- * Don't ignore your potential misunderstanding and risk letting it grow into an even larger misunderstanding.

6. Assume responsibility when a misunderstanding occurs

- * Don't appear to blame the other person—for any reason, no matter how ineffectively he or she seems to be communicating with you.
- * Remember that, as a salesperson, you want to build rapport. Making people feel foolish or at fault is not only rude but counterproductive.

7. Take advantage of nonverbal clues

- * Maintain eye contact and an open posture; face the other person squarely.
- * Be sensitive to the kind of nonverbal clues that you receive from the otherperson as you apply your active listening skills.
- * Verify the nonverbal “messages” that you receive.



LISTEN

When I ask you to listen to me
and you start giving me advise
you have not done what I have asked.

When I ask you to listen to me
and you begin to tell me why I shouldn't feel that way,
you are trampling on my feelings.

When I ask you to listen to me
and you feel you have to do something to solve my problems
you have failed me, strange as that may seem.

Listen! All I asked, was that you listen
not talk or do – just hear me.
Advice is cheap: 10 cents will get both Dear Abby and
Billy Graham in the same newspaper.
And I can do for myself; I'm not helpless.
Maybe discouraged and faltering, but not helpless.

When you do something for me that I can and need to do
for myself, you contribute to my fear and weakness.

But, when you accept as a simple fact that I do feel what I feel,
no matter how irrational, then I can quit trying to convince
you and get about the business of understanding what's
behind this irrational feeling. And when that's clear, the answers
are obvious and I don't need advice
Irrational feelings don't make sense when we understand what's behind them.

Perhaps that why prayer works sometimes, for some people,
because God is mute, and he doesn't give advice or try to fix things. "They" just listen and let you work it
out for yourself.

So, please listen and just hear me. And, if you want to talk,
Wait a minute for your turn; and I'll listen to you.

Anonymous

