**How well do you listen?**

**A= always U=usually S=sometimes 0=occasionally N=never**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | **A** | **U** | **S** | **O** | **N** |
| I always show interest in the person who is speaking. |  |  |  |  |  |
| I continue to listen even if the subject is boring. |  |  |  |  |  |
| I’m able to concentrate even when the subject is complex. |  |  |  |  |  |
| I try to create the right environment for listening. |  |  |  |  |  |
| I listen even when I have no knowledge of the subject. |  |  |  |  |  |
| I clarify points to make sure that I understand. |  |  |  |  |  |
| I regularly summarise key points. |  |  |  |  |  |
| I always give my full attention to the speaker. |  |  |  |  |  |
| I always show interest in the subject under discussion. |  |  |  |  |  |
| I always manage to control my emotions. |  |  |  |  |  |
| I always jot down key points of the conversation while it takes place. |  |  |  |  |  |
| I keep a note of the time and date of my calls. |  |  |  |  |  |
| I always get the caller’s name at the beginning of the call. |  |  |  |  |  |
| If the office is busy I face a wall to avoid distraction. |  |  |  |  |  |
| If the call is at an inconvenient time, I arrange a time to call back. |  |  |  |  |  |
| I read between the lines listening to what is not being said as well as what is being said. |  |  |  |  |  |
| I don’t interrupt when the other person is speaking. |  |  |  |  |  |
| I try to give the caller my full attention when they are talking rather than planning what I am going to say next. |  |  |  |  |  |
| I always clarify the meaning of words or technical terms that I don’t understand. |  |  |  |  |  |
| I make continuity noises, such as ‘yes’ or ‘ok’ to show that I am listening. |  |  |  |  |  |

**How did you score?**

**A= always (5 points) S=sometimes (3points) N=never (1 point)**

**U=usually (4 points) 0=occasionally (2 points)**

**Excellent 80-100, Quite Good 46-60, All areas need improvement 20-35**

**Good 61-79, Need to improve 36-45**