

Listener's Quiz

When taking part in a one-on-one or group conversation, do you:

	Usually	Sometimes	Seldom
1. Respond to the speaker by a nod and by brief confirming comments such as "Yes" and "I see"?			
2. Decide from the speaker's appearance and delivery whether or not what he/she has to say is worthwhile?			
3. Determine your own bias, if any, and try to allow for it?			
4. Keep your mind on what the speaker is essentially saying, repeating key words to yourself where this will aid your memory?			
5. Interrupt immediately when you hear a statement that you feel is wrong?			
6. Make sure before answering that you've clearly understood the other person's point of view?			
7. Try to have the last word?			
8. Selectively listen, filtering out those messages that are not of importance to you?			
9. Listen defensively, taking everything personally?			
10. Frequently interrupt the speaker before he/she is finished?			
11. Think of what you're going to say next as soon as they come up for breath?			
12. Mentally or verbally complete his/her sentences.			

Score: Questions 1, 3, 4 and 6:

10 Points for "Usually"
5 Points for "Sometimes"
0 Points for "Seldom"

Questions 2, 5, 7-12:

0 Points for "Usually"
5 Points for "Sometimes"
10 Points for "Seldom"

If your score is below 60, you have developed some bad listening habits. If your score is 70-85, you listen well, but could improve. If your score is 100 or above, you're an excellent listener.