

A Listening Attitude: Your Key to Success

Developing listening skills is an ongoing process. Discovering your attitude about listening is an important first step toward personal success. Attitudes determine our behaviours. To discover your listening attitudes, complete the following exercise. If a statement describes your listening attitude or behaviour, check "True". IF not, check "False."

Be honest with yourself.		True	False
1	I am interested in many subjects and do not knowingly tune out dry-sounding information.		
2	I listen carefully for a speaker's main ideas and supporting points.		
3	I take notes during meetings to record key points		
4	I am not easily distracted.		
5	I keep my emotions under control.		
6	I do not fake attention.		
7	I wait for the speaker to finish before finally evaluating the message.		
8	I respond appropriately with a smile, a nod or a word of acknowledgement as a speaker is talking.		
9	I am aware of mannerisms that may distract a speaker and keep mine under control.		
10	I understand my biases and control them when I am listening.		
11	I refrain from constantly interrupting.		
12	I value eye contact and maintain it most of the time.		
13	I often restate or paraphrase what the speaker said to make sure I have the correct meaning.		
14	I listen for the speaker's emotional meaning as well as subject matter content.		
15	I ask questions for clarification.		
16	I do not finish other people's sentences unless asked to do so.		
17	When listening on the telephone, I keep one hand free to take notes.		
18	I attempt to set aside my ego and focus on the speaker rather than on myself.		
19	I am careful to judge the message rather than the speaker.		
20	I am a patient listener most of the time.		

The following scale will help you interpret your present listening skills level based on your current attitudes and behaviours determined from the number of “FALSE” choices above.

1 – 5	You are an excellent listener. Keep it up!
6 – 10	You are a good listener but can improve.
11 – 15	Through practice you can become a much more effective listener in your business and personal relationships.
16 – 20	Listen up!

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