

How to Be an Amazing Listener

Listening Skills Evaluation – Rate yourself on these listening skills:

	When talking with another person...	Always	Often	Sometimes	Never
		4	3	2	1
1	I maintain appropriate eye contact with the other person				
2	I focus on what they are saying more than how well they are saying it				
3	I don't let my mind wander while I'm listening to them				
4	I ask relevant questions to make sure I understand				
5	I respond only when they're done or at a natural break in the conversation				
6	I don't race ahead and draw a conclusion before they're done talking				
7	I refrain from judging their ideas until they are done				
8	I give them my full attention (no multitasking)				
9	I repeat or paraphrase to confirm my understanding				
10	I finish listening before I start talking				
11	I give them non-verbal feedback so they can tell I'm listening				
12	I am willing to listen, understand and respect their opinions even when I disagree				
	Total your score in each column:				
	Add column totals for grand total score:				

(Then take this evaluation again in 30 days)

8 Steps to Amazing Listening

1. Name – Get their name and give them yours
2. Focus – Give them your complete attention
3. Pace – Remember we listen faster than we talk
4. Nonverbal – Show them you're listening
5. Open – Be open to their ideas and opinions
6. Vent – If they're upset, let them vent
7. Clarify – Use questions and repeating to understand them
8. Finish – Let them finish before your start talking

