

ACTIVITY 4

Personal analysis of listening habits

Have you ever evaluated your listening habits? If so, this will be a good opportunity for you to review them. If not, it will give you some insights and help you increase your listening effectiveness. Be as honest with yourself as you can.

When you are in a communication situation where you have a listening responsibility, do you:	Seldom	Most of the time	Sometimes
1 Position yourself so that you can see and hear the other person clearly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Try to keep an eye on what's going on elsewhere in the room?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Continually reflect mentally on what the speaker is trying to say?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Develop your response while the other person is speaking?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Suspend your judgement of the person's appearance and delivery?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Interrupt when you disagree or feel the need to challenge a statement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Examine your thoughts for prejudice or bias that may influence your listening?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Cut the person off or let your mind wander once you believe you've captured the person's message?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 Encourage the person to continue, by using responses such as 'I see' and 'uhuh'?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 Attempt to direct the conversation to the conclusion you desire?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 Repeat key concepts and essential aspects of the message?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 Feel the need to have the last word?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 Listen to the feelings being expressed and reflect those feelings back to the speaker to show that you understand?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 Let your emotions – such as anger, dislike and defensiveness – influence your reception of the message?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 Maintain frequent eye contact with the speaker?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16 Assume you know what the speaker is going to say before he or she says it?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>