

When listening to someone, how often do you:

A	Start giving advice or try to solve the teller's problem?	Seldom	Sometimes	Often
B	Interrupt their flow of speech?	Seldom	Sometimes	Often
C	Change the subject?	Seldom	Sometimes	Often
D	Generalise the teller's problem?	Seldom	Sometimes	Often
E	Jump to conclusions and make interpretations?	Seldom	Sometimes	Often
F	Move mentally and/or emotionally away from the topic?	Seldom	Sometimes	Often
G	Say, "The same thing happened to me" or similar?	Seldom	Sometimes	Often
H	Fill silences or feel the need to do so?	Seldom	Sometimes	Often
I	Raise your own issues and concerns?	Seldom	Sometimes	Often
J	Give 100% attention?	Seldom	Sometimes	Often
K	Start thinking about other things while they are talking?	Seldom	Sometimes	Often
L	Plan your response before they've finished talking?	Seldom	Sometimes	Often



Sometimes, the most obvious questions are hanging right over your head.



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Now, having completed the questionnaire, answer the following questions:

- 1 What areas stood out for you as very common habits?
- 2 Why do you think you do this?
- 3 What would it be like to be on the receiving end of your listening?
- 4 How would you feel about being heard if you knew the person you were speaking to was doing the same thing?
- 5 What are the consequences of this type of listening?
- 6 What do we gain/what do we lose?
- 7 When you are listening to someone who you feel is irrational, what do you do?
- 8 When you are listening, how do you assess a person's feelings, what they believe or value?
- 9 Generally, which do you value more – the logic of what is being said, or the emotion or feelings behind what's being said?
- 10 When you want to acknowledge a person's position, or something they've said, how do you do it?
- 11 When you are about to listen to someone, how do you prepare yourself?
- 12 When you are listening, how and when do you start to make judgements about what is being said (do you do this too early or too late, in your opinion)?
- 13 Based on your analysis, what would you now do differently and what would you expect the benefits to be?