**Listening Habits Self-Assessment**

Instructions: Check the box that best represents your answers based on the frequency options provided.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **When people talk to you, do you:** | **Almost Never** | **Some-times** | **Often** | **Almost Always** |
| 1. Make them feel that you’re interested in them and what they have to say? |  |  |  |  |
| 2. Acknowledge what they say before offering your own point of view? |  |  |  |  |
| 3. Allow them to complain without arguing with them? |  |  |  |  |
| 4. Accept criticism without getting defensive? |  |  |  |  |
| 5. Restate messages or instructions to make sure you understood correctly? |  |  |  |  |
| 6. Make a concerted effort to focus on them and understand what they’re trying to say? |  |  |  |  |
| 7. Make effective use of questions to invite them to say what’s on their minds? |  |  |  |  |
| 8. Respect what they have to say? |  |  |  |  |
| 9. Keep your cool when they get angry at you? |  |  |  |  |
| 10. Think about what you want to say while they’re talking? |  |  |  |  |
| 11. Feel that listening to them complain is annoying? |  |  |  |  |
| 12. Jump in before they’re finished speaking? |  |  |  |  |
| 13. Pretend to be listening when you are not? |  |  |  |  |
| 14. Make judgments about who is worth listening to and who isn’t? |  |  |  |  |
| 15. Offer advice before you are asked? |  |  |  |  |
| 16. Assume you know what they’re going to say before they’re finished? |  |  |  |  |
| 17. Share similar experiences of your own rather than inviting them to elaborate on their experience? |  |  |  |  |
| 18. Tune out when they start to ramble instead of staying engaged in the conversation? |  |  |  |  |

Adapted from “The Lost Art of Listening” by Michael P. Nichols, PhD, Copyright 2009

**Creating Open, Curious Questions**

**Scenario #1**

A customer shares:

“I really struggle to use your website. I just can’t seem to find the information that I search for. The way it’s organized doesn’t make sense to me, it’s not easy to read, and there are too many places to look.”

How would you paraphrase what you heard?

What curious questions could you ask to learn more?