



Active Listening Quiz

Assessing Your Active Listening Skills

Listening skill development is an ongoing process. Good listening is a key to success in any customer service situation. Discovering your attitude about listening is an important first step toward better listening. 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 tough minded.

	BEHAVIOUR	TRUE	FALSE
1	I am interested in the other person's concerns and do not knowingly tune out information that I am not interested in.		
2	I listen carefully for the person's main ideas and supporting points.		
3	I take notes during meetings or discussions to record key points.		
4	I am not easily distracted.		
5	I keep my emotions under control.		
6	I concentrate carefully and do not feign attention.		
7	I wait for the other person to finish before finally evaluating the message.		
8	I respond appropriately with a smile, a nod, or a word of acknowledgment, as the other person is talking.		
9	I am aware of mannerisms that may distract a client 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 client said to make sure I have the correct meaning.		
14	I listen for the client's emotional meaning as well as subject matter content.		
15	I ask questions for clarification.		
16	I do not finish the client's sentences unless asked to do so.		
17	When listening on the telephone I am prepared to document concerns if need be.		
18	I focus on the client's problems rather than on my own issues and concerns.		
19	I am careful to judge the message rather than the person.		
20	I am a patient listener most of the time.		
	TOTAL		

The following scale will help you interpret your present listening skill, based on your current attitudes and behaviours.

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