

## Chapter Four - Addressing the Needs of Your Audience

### Box 4.1 How Well Are You Listening?

Listening is an art and a skill you can learn. Score yourself on the following statements by using:

1-Never      2-Hardly ever      3-Usually      4-Always

- \_\_\_\_\_ I am interested in what other people have to say.
- \_\_\_\_\_ I don't interrupt while someone is speaking.
- \_\_\_\_\_ I listen the same way to men and women, young people and old.
- \_\_\_\_\_ I listen without prejudice, even though I may not like the person or her/his opinions.
- \_\_\_\_\_ I can stay focused on the conversation so that my mind doesn't wander.
- \_\_\_\_\_ I ask for clarification of words when they are used.
- \_\_\_\_\_ I ask questions to get the other person to fully explain what she or he is saying.
- \_\_\_\_\_ I listen attentively, even though I think I know what is going to be said.
- \_\_\_\_\_ I listen with neutrality and reflect the person's statements without judgment or put-down.
- \_\_\_\_\_ I look at the person who is talking.
- \_\_\_\_\_ I can ignore distracting influences.
- \_\_\_\_\_ I listen attentively, even though the person's manner of speaking and choice of words is not the best.
- \_\_\_\_\_ I encourage the speaker with smiles, head nods, and other verbal cues.
- \_\_\_\_\_ I consider and evaluate carefully what the person is saying, reserving judgment until the end.
- \_\_\_\_\_ I acknowledge every speaker and every comment when conducting a group discussion.

### Total Score

If your score is between 50 and 60, you are an accomplished listener. Keep up the good work!

If your score is between 40 and 50, you are well on your way. Focus on areas to improve.

If your score is between 30 and 40, you are an average listener. Hone your skills!

If your score is below 30, get to work immediately to consciously improve.