

LISTENING IS LOVE

Effective listening breeds competence, collaboration, good decisions, and caring at home and work.

Your Listening Report Card

Grade yourself A, B, C, D or F at home or work on the listening skills listed below. Then, have someone you trust grade you on a duplicate copy. Compare grades and **circle those areas** where you have the greatest room for improvement.

make two copies... compare your grades

This tool is intended to build bridges of insight and understanding, not as a weapon to judge or hurt yourself or someone else.

Attentiveness

- Gives full attention
- Able to really focus
- Doesn't interrupt/finish people's sentences
- Attentive non-verbals – like good eye contact
- Isn't rehearsing a response/defense/opinion
- Keeps one issue on the table at a time
- Chooses good times/places to talk

Conflict and Disagreement

- Hears other person out
- Disagrees respectfully
- Does not over-react, attack or discredit
- Avoids conflict
- Makes room for another's point of view
- Substantive rather than divisive
- Turns differing views into something positive

Overall Communication Style

- Listens first, then speaks
- Keeps open mind while listening
- Knows how to draw others out
- Asks good open-ended questions
- Accurately reflects back what they heard
- Gives relevant feedback
- Seeks out commonality
- Shows empathy, understanding, caring
- Does not draw excessive attention to self
- Allows reasonable time for conversations

Safety

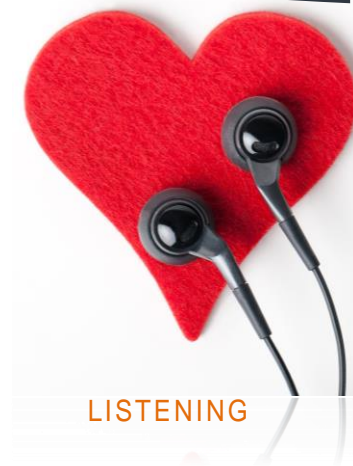
- Approachable/non-threatening
- Shows respect for the speaker
- Does not prejudge
- Admits when wrong
- Asks for clarification
- Remains patient, doesn't 'jump the gun'
- Doesn't try to fix, change or sway the speaker
- Only says "I understand" when they do
- Allows time to wind down conversation
- Uses humor appropriately, never to hurt

Tone

- Open, caring, and relaxed
- Relaxed, calm and patient
- Friendly voice tone & facial expressions
- Curious and enthusiastic to learn
- Does not fidget or become impatient
- Shows interest in what's being said
- Listens for meaning "between the lines"

Other areas where I'm already a good listener

Areas where I could become even more effective



LISTENING
IS THE KEY TO
STRENGTHENING
ANY RELATIONSHIP
THIS REPORT CARD
WILL HELP YOU IDENTIFY
WHERE YOU'RE
STRONGEST...
AND WHERE
YOU CAN IMPROVE

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