

### How Good Are Your Listening Skills?

Are you a good listener? Most people answer yes to that question, whether or not they actually are good listeners.

To assess your skills, check each that is true for you:

	1. When someone talks to me, I stop what I'm doing to listen to them
	2. I always try to maintain eye contact with the person who is talking with me
	3. When someone is talking to me, I do not look at my phone or computer
	4. When choosing a seat to have a conversation, I try to pick a place to minimize distractions
	5. When someone else is talking, I never interrupt them or finish their sentences
	6. When someone is explaining something to me, I do not come to a conclusion before they finish their explanation
	7. When someone is talking to me, I always try to read their body language for clues to what they're feeling
	8. If my phone rings when someone is talking to me, I do not check to see if I should answer it.
	9. When someone says something critical about me or gives me bad news, I don't become defensive or punish the messenger.
	10. When someone is talking to me, I can tell when they think I don't understand, and I paraphrase back to them what they have said

**How many of the statements did you check?** If you gave this list to your spouse or some other people who know you well, would they agree with your self-assessment? If you're not sure, try it.

How easy is it in your current work environment for people to ask questions? Are questions welcomed? Explain. What could be done to improve that environment?

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