



Are you listening?

“Good listening requires conscious, concentrated effort,” says Joe Takash, author of *Results Through Relationships*. Are you making that effort on a regular basis? Use this self quiz to evaluate your listening habits after your next meeting or conversation with a manager, a customer, or a client.

	Yes	No
Were you attentive throughout the conversation? Did you make sure you didn't drift off, daydream, or lose the thread of the discussion at any point?	<input type="checkbox"/>	<input type="checkbox"/>
Did you let the person complete his thoughts? Did you consciously stop yourself from interrupting?	<input type="checkbox"/>	<input type="checkbox"/>
Did you listen with your entire body? Did you make an effort to maintain eye contact, to nod when you agreed, to smile when you thought something was funny?	<input type="checkbox"/>	<input type="checkbox"/>
If the other person expressed a strong feeling about the subject being discussed, did you communicate your empathy in some way — through your verbal response, the look in your eyes, or gestures?	<input type="checkbox"/>	<input type="checkbox"/>
Every so often, did you restate what the other person said?	<input type="checkbox"/>	<input type="checkbox"/>
If you did miss something in the conversation, or weren't clear about it, did you request clarification?	<input type="checkbox"/>	<input type="checkbox"/>
Did you do everything possible to eliminate distractions during the conversation?	<input type="checkbox"/>	<input type="checkbox"/>
Did you tune out conversations going on nearby?	<input type="checkbox"/>	<input type="checkbox"/>
Did you demonstrate verbally that you absorbed what was being communicated?	<input type="checkbox"/>	<input type="checkbox"/>
Did you make comments or ask questions that demonstrated that you got it?	<input type="checkbox"/>	<input type="checkbox"/>

If you answered no to any of these questions, you have identified an area for self-directed work and improvement.

