

ASSESSING AND IMPROVING LISTENING SKILLS

Self-Assessment

Answer the following 10 questions and for those you answered no to make a plan to improve these skills by practicing RASA, which is outlined on the next page.

	Yes	No
1. When listening to someone else do you lean into the conversation?	<input type="checkbox"/>	<input type="checkbox"/>
2. Do you mirror body posturing to the person you are listening to?	<input type="checkbox"/>	<input type="checkbox"/>
3. During a conversation, do you provide verbal acknowledgements such as “yes”, and “uh-huh” to show your understanding of what is being said?	<input type="checkbox"/>	<input type="checkbox"/>
4. Do you ask questions to clarify what is being said?	<input type="checkbox"/>	<input type="checkbox"/>
5. Do you turn off your phone alerts during a conversation?	<input type="checkbox"/>	<input type="checkbox"/>
6. Do you turn away from your computer during a conversation?	<input type="checkbox"/>	<input type="checkbox"/>
7. When having a conversation, do you make appropriate eye contact?	<input type="checkbox"/>	<input type="checkbox"/>
8. Do you refrain from thinking about your response before the speaker finishes?	<input type="checkbox"/>	<input type="checkbox"/>
9. During a conversation, do you echo back what you have heard and understood?	<input type="checkbox"/>	<input type="checkbox"/>
10. When listening, do you refrain from judging and remain curious?	<input type="checkbox"/>	<input type="checkbox"/>
11. Do you limit your interruptions of the speaker?	<input type="checkbox"/>	<input type="checkbox"/>
12. Are you ok with silence?	<input type="checkbox"/>	<input type="checkbox"/>

Practice **RASA** for a week to improve your listening skills both at work and home.

Receive- give the person you are speaking with your full attention by keeping eye contact and not being distracted so you can receive what the person is saying.

Appreciate- demonstrate appreciation for what is being said by nodding, smiling, and mirroring body language.

Summarize-echo what you just heard from the speaker to further indicate you are engaged in listening and understand what has been said.

Ask- by asking questions you demonstrate to the speaker that are interested in what is being communicated and want to ensure you haven't missed any important points.



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