**Self-evaluating your listening skills**

Complete this self-survey and think about what training and further development the results may show you would benefit from.

|  |  |  |  |
| --- | --- | --- | --- |
| **When trying to gain information do you…** | **Yes** | **No** | **Comment** |
| Can you find interest in every subject? |  |  |  |
| Are you able to clearly focus on what the speaker is saying? |  |  |  |
| Let the speaker finish? |  |  |  |
| Can you identify and focus on the main ideas? |  |  |  |
| Do you listen first and then take notes? |  |  |  |
| Do you always pay full attention to the speaker? |  |  |  |
| Can you control your own physical and mental distractions? |  |  |  |
| Do you actively seek out challenging ideas in the conversation you are listening to? |  |  |  |
| Are you able to identify and overcome emotional reactions to words, phrases or ideas being discussed? |  |  |  |
| Are you able to use extra thought time to summarise, anticipate speaker’s next point, and read between the lines? |  |  |  |
| Do you always attempt to establish exactly what customers want through active listening and appropriate questioning? |  |  |  |
| Do you attempt to exceed expectations of the people who you serve? |  |  |  |
| Do you understand that different people have different expectations and apply this in work? |  |  |  |