**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.

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| **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?  | [ ]  | [ ]  |       |