

## QUIZ--HOW DO YOUR LISTENING SKILLS RATE?

Before you begin working to improve your listening skills, first look at where you are at this moment in each of the key areas of the Listening CARESS Model. Take a few minutes to respond to the questions below. Your responses will help you determine what specific skills need improvement.

### *C—Concentrate*

1. When I talk with others, my mind is completely absorbed by what they are saying and it seldom wanders.

Always

Sometimes

Never

2. When in a conversation with others, I hold my comments until they are finished talking, even though my comments may have direct relevance to what they are saying at that moment.

Always

Sometimes

Never

3. I do not let distractions like ringing telephones, busy street traffic, or other conversations in a room distract my attention from what someone is saying to me.

Always

Sometimes

Never

### *A—Acknowledge*

4. When talking face to face or on the phone with someone, I acknowledge what is being said with "I understand," and "I see."

Always

Sometimes

Never

### *R—Research*

5. Whenever I talk with someone, I encourage the conversation and ensure that it will be a two-way flow of communication by asking open-ended questions, clarifying what I don't completely understand, and giving appropriate feedback.

Always

Sometimes

Never

6. I let others know that I am listening and trying to understand what they say by using phrases like, "Tell me more about that," or, "Can you give me an example?" or "Then what?"

Always

Sometimes

Never

***E—Emotional Control***

7. While talking with others, I don't let myself get distracted with thoughts about their accents, clothing, hairstyles, speech patterns or other idiosyncrasies that they may have.

Always

Sometimes

Never

8. I judge and respond to only the value of what is being said rather than the way and manner in which a person says it.

Always

Sometimes

Never

***S—Sensing***

9. When I am talking with others, I read their body language, as well as listen to their words, to fully interpret what they are telling me.

Always

Sometimes

Never

10. When talking with others, I try to read what's going on behind their spoken words by asking myself what they might be feeling, why they are saying what they are saying, and what is implied by what they say.

Always

Sometimes

Never

***S—Structure***

11. Whenever I talk with others, I either take mental or written notes of the major idea, the key points, and the supporting points and/or reasons.

Always

Sometimes

Never

12. As I take my mental or written notes, I sequence — I listen for order or priority.

Always

Sometimes

Never

Now that you have responded to the items above, you have a road map for improving of your listening skills. Any item marked as "Sometimes" or "Never"

identifies a listening skill that needs improvement. For any item marked as "Always" — Congratulations!

This article was adapted from Dr. Alessandra's newest audio album, *The Dynamics of Effective Listening*.