

Highlight Your Way to Being a Good Listener

On a scale of **1-10** (1-lowest, 10-highest), I rate my listening skills as:

1 - - - **2** - - - **3** - - - **4** - - - **5** - - - **6** - - - **7** - - - **8** - - - **9** - - - **10**

Now, reflect on each statement below with respect to how you contribute to your workplace as a listener.

Using a highlighter, select three you excel at, and highlight one you would like to **improve upon**.

- I show respect for my colleagues' ideas and suggestions.
- I don't assume I am a good listener because I can hear. I ensure my listening time exceeds my talk time.
- I work hard to avoid putting words in the speaker's mouth or interrupting.
- I listen equally to everyone regardless of their position in the company.
- I very rarely change the topic when talking with someone.
- I make comfortable, warm eye contact with the speaker.
- I always honor what the speaker has to say without judgment or condemnation.
- I consistently use encouraging language to keep the flow going
("I see..." , "Tell me more..." , "That's interesting...").
- I disengage from interruptions (people and technology) to stay present.
- I never gossip about what someone tells me in confidence.

Resource: *Compendium12* by Olivia McIvor