

The Good Listener

Kindness Speaks Volumes

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 do not 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 Mclvor