



LISTENING FOR UNDERSTANDING

This assessment will help you identify listening techniques and skills in which you are successful and those that need improvement.

1. Indicate with your initials how you listen to your teammate.
2. Next, indicate with your teammate's initials how your teammate listens.
3. Take turns sharing your answers with your teammate. Do not argue about their validity.

ACTIVE LISTENING BEHAVIORS	1 ALMOST NEVER	2 SOMETIMES	3 OFTEN	4 ALMOST ALWAYS
1. I listen without criticizing.				
2. I listen without prejudging.				
3. I listen without becoming defensive.				
4. I listen without giving advice unless I am asked.				
5. I listen without thinking about my reply.				
6. I let my teammate complete their sentences.				
7. I let my teammate finish before stating my view.				
8. I really try to understand my teammate's feelings.				
9. I really try to understand my teammate's viewpoint.				
10. I give my full attention when my teammate speaks.				
11. I look at my teammate while I listen.				
12. I look for my teammate's non-verbal messages.				
13. I repeat my understanding of content and feelings.				
14. I ask, "Did I understand you correctly?"				
15. I ask, "Is there more?" when my teammate finishes.				

The Job of the Listener

1. Use effective Active Listening behaviors.
2. Ensure the speaker feels understood.
3. Remember understanding does not mean agreeing.

Moving to Action - Simply knowing good listening will not improve your relationship. It is the application of these skills that will make a difference.

1. Choose two active listening behaviors you would like your teammate to do. Have your teammate enter them on their worksheet.
2. Record the **number and description** of the two active listening behaviors your teammate wants you to adopt in the table below.
3. Will you **agree** to try to use these behaviors? _____

SKILLS #	AGREEMENT - WHAT I WILL DO

4. If you fail to use these listening behaviors, how can your teammate remind you to use them?
I would like my teammate to remind me by saying: _____
5. Write this on a card and give it to your teammate for their use when you forget. This becomes the key to working together to improve your communications.

