Read through this list of behaviours - how often do you adopt them. Tick the most appropriate box.

|  |  |  |  |
| --- | --- | --- | --- |
| How often do you: | Often | Sometimes | Never |
| 1. Interrupt people before they finish speaking? |  |  |  |
| 2. Jump to conclusions |  |  |  |
| 3. Not check what you have heard |  |  |  |
| 4. Jump in with the punch line of a joke being told by someone else |  |  |  |
| 5. Make judgements on people’s behaviour |  |  |  |
| 6. Finish sentences for other people |  |  |  |
| 7. Think about something else when you should be listening |  |  |  |
| 8. Become impatient with people who take too long to explain their ideas |  |  |  |
| 9. Not make eye contact with people when talking |  |  |  |
| 10. Wish other people would get to the point more quickly |  |  |  |
| 11. Want to tell other people what to do |  |  |  |
| 12. Keep looking at your watch |  |  |  |
| 13. Doodle in meetings whilst people are speaking |  |  |  |
| **Total Score:** |  |  |  |

The more of the behaviours you identify as “sometimes” or “frequently” the more scope you have for improving your active listening skills. Remember that the flip side of the picture is that you also need to be listened to by people, especially when providing feedback and coaching them. If you don’t listen to other people, they are less likely to listen to you.