

## LISTENING CHECKLIST

This checklist is designed to help you be a great listener. For each question, circle the number that most closely corresponds to your state of mind or behaviour. The higher your overall score, the more effective your listening skills are. If you're feeling brave, ask someone else to rate your listening skills.

I feel stressed, angry or impatient	1	2	3	4	5	I am calm
My mind is wandering	1	2	3	4	5	I'm focused on the speaker
I interrupt or finish sentences for the other person	1	2	3	4	5	I hear them out
I prepare my response while they're talking	1	2	3	4	5	I focus on what's being said
My arms are folded and I feel tense	1	2	3	4	5	My posture is relaxed
I make assumptions	1	2	3	4	5	I ask questions to clarify
I'm critical of people who have different opinions to me	1	2	3	4	5	I'm open to different points of view
I get distracted and look around	1	2	3	4	5	I make eye contact
I do most of the talking	1	2	3	4	5	I listen more than I talk
I want to push my agenda	1	2	3	4	5	I want to understand
I speak my mind and don't worry if people take offence	1	2	3	4	5	I try to express disagreement respectfully

## ACTION PLAN

Enter below the items from the checklist that you want to take action on. Contact Carole from Peoplekind Consulting if you would like help from an expert .

Priority	Action	Deadline
1		
2		
3		
4		
5		