

Self-Test: Do You Listen Like a Leader?

Good managers are good listeners. How well do you listen? Respond as honestly and objectively as possible to the following statements on a scale of 1 to 5, with 1 being **NEVER** and 5 being **ALWAYS**; 2=about 25% of the time; 3=about 50% of the time; and 4=about 75% of the time.

1: I enjoy listening to people.	
2: I really try to get others to talk.	
3: I listen carefully even if I dislike the speaker	
4: I listen to friends and strangers equally well.	
5: I equally listen to old, young, male, and female.	
6: I maintain eye contact with the person who is talking to me.	
7: I respond by nodding and smiling to encourage conversation?	
8: I do not let myself get distracted when I listen.	
9: I put aside what I'm doing when I listen.	
10: I think about what the other person is saying.	
11: I make an effort to understand what the other person means.	
12: I make an effort to understand why they are saying what they are saying.	
13: I don't interrupt.	
14: If the other person hesitates, I try to encourage them to continue.	
15: I "mirror" (restate or paraphrase) what is being said, and I ask if I got it right.	
16: I do not evaluate or comment until the person has finished their thought.	
17: I listen whether or not the speaker is eloquent or clear.	
18: I listen and do not interrupt even when I know what the other person is going to say.	
19: I ask questions to elicit elaboration and further explanation.	
20: I ask the speaker to define words I don't fully understand.	
SCORE:	

A score of 75 or higher indicates that you are a good listener in management situations

A score between 50 and 75 indicates that you are an adequate listener but could benefit from practicing active listening skills, such as eye contact, an occasional nod or smile, if appropriate.

A score below 50 suggests that you are not listening as effectively as you should be in a management context.