

# Communicating Effectively

## Active Listening: A Personal Inventory

I empty my mind of most preconceptions, biases, and negative attitudes before listening.	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>
2. I pay strict, undivided attention to the other person.	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>
3. I listen to hear the other's viewpoint.	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>
4. I listen with my whole body, showing what is being said is of interest.	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>
5. I listen for feelings as well as content, but keep them distinct.	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>
6. I note, but do not react to efforts to flatter or needle me.	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>
7. I listen with empathy and encouragement, making it easier for the person to speak freely.	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>
8. I focus on the substance of what is being said, not on the manner, unless it helps me better understand.	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>
9. I listen for the major themes, not trivia.	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>
10. I listen to what the person is trying to communicate, regardless of how it is being expressed.	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>
1. I listen to learn and help	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>
12. I hear the other person out and don't interrupt.	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>
13. I use brief questions, paraphrasing, and empathy to clarify and encourage.	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>
14. I make a genuine effort to discuss not argue.	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>
15. If I disagree, I first restate the other person's position for clarification, before starting mine.	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>
16. I listen carefully to what is not said, because sometimes the real message is here.	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>
7. I wait until the other is finished talking before I make any judgments.	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>
18. I try to listen to my own words as they sound in the ears of the other person.	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>