

Human Capital Consultants INTL, LLC.

LISTENING ASSESSMENT

GOOD LEADERS PRACTICE GLOBAL LISTENING FOR
CONTENT, FEELING, AND MEANING

BY LEYDA ALEMAN, SHRM-SCP

LISTENING ASSESSMENT

GOOD LEADERS PRACTICE GLOBAL LISTENING FOR
CONTENT, FEELING AND MEANING

BY LEYDA ALEMAN, SHRM-SCP



THE POWER OF LISTENING

Listening is a very rare skill indeed. Most people, in daily conversation, are hearing the words, but they are not listening, they are far too focused on what they'd like to say next, or how they'd had a similar experience.

Listening Has High Influence Value. One of the best ways to persuade others is with your ears. That may seem counterintuitive, because we expect persuasion to involve speaking. But when a leader listens to members of the team, that act gives the leader greater credibility and therefore influence. On the other hand, when team members no longer believe that their leader listens to them, they start looking around for someone who will. Listening Leads to Learning.

"If you take the risk to stretch your present level of ability, you will discover that trying is the key. You will come to know that taking a chance is not the end of the world. You will realize that security and peace are not the grounds on which self-confidence is developed. Give yourself the chance to find out what your abilities are." – Leyda Aleman

GOOD LEADERS PRACTICE GLOBAL LISTENING FOR
CONTENT, FEELING, AND MEANING

RATE YOURSELF FROM 1 = 'NEEDS A LOT OF IMPROVEMENT,' TO 5 = 'A DEFINITE STRENGTH.'

After you have completed this self-assessment, ask a few coworkers and direct reports to rate you on your listening skills. Then compare their ratings with your own.

1. Setting The Physical and Mental Stage For Good Listening:

1 2 3 4 5	I do not allow the telephone to interfere with listening.
1 2 3 4 5	Before a meeting I make notes of what I want to say, so during the meeting I can concentrate on what others are saying.
1 2 3 4 5	During a meeting I make notes on how I want to respond, keeping my mind free during the meeting to hear the person's words.
1 2 3 4 5	I seat myself in a way that encourages listening.
1 2 3 4 5	I realize most people can only keep about seven items in their short-term memory at any one time.

2. Listening With My Eyes:

1 2 3 4 5	I make eye contact early, and maintain an appropriate level of eye contact.
1 2 3 4 5	I am conscious of, and sensitive to, another person's nonverbal behaviors.
1 2 3 4 5	I use nonverbal clues to help me assess appropriate replies.
1 2 3 4 5	I am conscious of cultural differences in nonverbal behavior, particularly eye contact.

3. Appropriate Silence:

1 2 3 4 5	I give others time to complete their thoughts.
1 2 3 4 5	I give others 'air time.'
1 2 3 4 5	I am conscious of, and OK with, periods of silence.
1 2 3 4 5	I can remain silent to help others formulate, and state deeper thoughts and feelings.

GOOD LEADERS PRACTICE GLOBAL LISTENING FOR
CONTENT, FEELING, AND MEANING

4. Asking Good Questions:

- | | |
|-----------|--|
| 1 2 3 4 5 | I ask questions to show that I am listening. |
| 1 2 3 4 5 | I ask questions to help others 'talk through' issues. |
| 1 2 3 4 5 | I am aware of a range of questions from closed-ended to open-ended, and know when to use them. |

5. Actively Listening to Content:

- | | |
|-----------|---|
| 1 2 3 4 5 | I consciously use summarizing and paraphrasing to clarify my understanding, before I give my point of view. |
| 1 2 3 4 5 | I am aware of the difference between stating an observation, and an evaluation. |
| 1 2 3 4 5 | I am able to name problems in a way that does not make them personal. |
| 1 2 3 4 5 | I am aware of the difference between listening to content, and listening to process. |

6. Listening For Process:

- | | |
|-----------|---|
| 1 2 3 4 5 | I understand when to respond to process, that is, 'how' we are dealing with the concern (as opposed to content). |
| 1 2 3 4 5 | I am able to meta-communicate, that is, talk about what we are talking about. |
| 1 2 3 4 5 | I understand the power of framing and reframing, and can help others reframe issues or concerns when appropriate. |

7. Listening For Emotions:

- | | |
|-----------|---|
| 1 2 3 4 5 | I can 'hear' the emotion in another person's words, voice, tone, and other nonverbals, and reflect that emotion back to the person. |
| 1 2 3 4 5 | I know when it is appropriate to make a listening response to other people's emotion. |
| 1 2 3 4 5 | I know I cannot fix emotions, I can only help people express them more clearly. |

8. Listening Overall:

- | | |
|-----------|--|
| 1 2 3 4 5 | I often ask for feedback on my listening skills. |
|-----------|--|

