

Workplace Communication: Let's be CLEAR

- Connection
- Listening
- Expectations
- Assurance
- Real

One new way I will intentionally connect with others: _____

Nine Habits of Good Listeners

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.

I will know what is expected of me because I: _____

I will have assurance with my co-workers because: _____

To be real with the people I work with, I will: _____

Are you a good listener?

Good listening skills can make you a more productive worker.
Take this quiz to find out if your skills need some honing.

Give yourself four points if the answer to the follow questions is:

Always: three points

Usually: two for Rarely; and one for Never.

_____ Do I allow the speaker to finish without interrupting?

_____ Do I listen "between the lines;" that is, for subtext?

_____ Do I actively try to retain important facts?

_____ When writing a message, do I listen for the key facts and phrases?

_____ Do I repeat the details of an interview to the person talking, to get everything right?

_____ Do I avoid getting hostile and/or agitated when I disagree with the speaker?

_____ Do I tune out distractions when listening?

_____ Do I make an effort to show interest in what the other person is saying?

TOTAL:
