

How often do I do this? Be honest now, no one else is looking!	Really quite a lot	Not all that often	Occasionally	Very seldom	Are you kidding? That never happens!
I carry on with something else (e.g. skimming an article, watching TV, cooking, folding laundry etc) while listening to someone talking about something upsetting/important to them					
I daydream while listening to someone express his/her thoughts or ideas					
I will stop a speaker in mid sentence to interject my opinion, if I disagree with the statement he/she has made					
When listening to a speaker, I make eye contact					
I nod my head when in agreement with what a speaker is saying					
If I'm not sure I have understood a speaker correctly, I summarise my understanding of what has been said, to check and see if I have got it right					
If a speaker does not engage my interest, my mind wanders					
I shift in my chair or tap my feet when I listen to other people speaking					
I give my full attention if someone is talking to me					
I drum my fingers on a surface when I listen to others speaking					
Make disapproving faces when I don't agree with what I am being told					
While listening, I find myself thinking about what I'm going to say next					
If someone talking to me mispronounces a word, I immediately correct them					
People complain that I don't look like I'm listening when they talk to me					
I ask questions to encourage the speaker to elaborate on the point they are making					
I wait for someone to finish their point before making a mental judgement on what was said					

How often do I do this? Be honest now, no one else is looking!	Really quite a lot	Not all that often	Occasionally	Very seldom	Are you kidding? That never happens!
If a person feels the need to vent his/her emotions, I wait until it's all been let out before I comment					
I audibly groan or make another kind of disapproving sound when someone states something I disagree with					
I interrupt when I have something to add to the conversation					
When listening, I make sure I'm facing the speaker (e.g. if I'm watching TV I turn away from it, if I'm busy with a task I stop and look up, etc.)					
I will interrupt a serious discussion to answer my cell phone					
I finish other people's sentences before they have a chance to					

Similar idea, an opportunity to think about how true these comments are, of you	This is pretty much what I do all the time in this situation	I think I probably do this quite a bit of the time,	Maybe true about half the time	I might do this occasionally	I never do this!
I immediately think of ways to divert or end conversations that don't interest me					
I act impatient when someone "beats around the bush" rather than getting straight to the point (e.g. I tap my feet or fingers, look around, check my watch, etc)					
I get bored if I'm not the one leading conversation. (i.e. choosing the topic, controlling the pace)					
I have trouble focusing on the message when the speaker has poor grammar or pronunciation					
When I am conversing in a room full of people talking, I can't help but listen in on other conversations as well as the one I am taking part in					
When listening to a speaker I pay close attention to his/her body language					

In this situation, which is more likely to be true for you?	This one.....or	This one?
When a conversation turns to a subject I find hard to understand I.....	Let my mind wander	Pay close attention to see if I can learn something
For me listening is.....	A passive process - I just sit there and listen	An active process - I ask questions, make comments, etc

In these situations, which is your most likely response?				
You are having coffee with an acquaintance when he/she starts telling you about a recent problem he/she had with their cell phone company. The same thing happened to you a few months back! When do you choose to relate your similar experience?	The second I realise that a similar thing happened to me	As soon as there is a pause in the conversation	After he/she is finished recounting their entire experience	I don't mention it at all
You are on the phone with a distraught friend who is telling you about a personal problem he/she is having. In the middle of the story, your second line beeps (call waiting). What you do?	Click over without telling your friend	Interrupt and tell them I have another call	Wait for a pause and ask them to hold on	Don't accept the incoming call

And again, last one now...						
You're listening to someone talk about a subject you know a lot about. When you switch from listening to speaking, which conversation transition are you most likely to use?	I allow second or two of silence before beginning to speak	I indicate through body language that I have something to add to the conversation	As the speaker makes what I feel is his/her final point, I interject with a comment of my own and lead the conversation from there	I finish the speaker's sentence for them or say the last word at the same time, nod, and quickly take the lead in the conversation	I cut in when the speaker pauses take a breath	I cut in while the speaker is in mid sentence to tell him/her what I know about the matter