

Can Effective Listening Make You a Resilient Leader?			
Read the following statements about the way you listen to others. Then place a checkmark in the box <input checked="" type="checkbox"/> to note whether the statements are always, sometimes or rarely true for you.			
Statement	Always	Sometimes	Rarely
1. I am genuinely interested in what others have to say.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I want to understand the message and its meaning.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I prepare myself to listen and know how to clear my mind.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. I keep check of my own emotional state.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I keep my body movement's fluid and lean in.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. I maintain a comfortable physical distance to the person speaking.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. I face the speaker and maintain comfortable eye contact.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. I take note of the speaker's body language.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. I mix up my facial expressions and occasionally nod my head.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. I focus on what is being said and attempt to understand the meaning behind the words.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. I recognize that sometimes individuals just need to be heard and no response is necessary.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. I know that not all questions have answers and others may just need to express themselves.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. I try to understand what the person is feeling while speaking.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. I never day dream while an individual is speaking and refocus my mind when it wanders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. I try not to interrupt or finish the person's sentence.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. I don't correct the person if words are pronounced incorrectly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. I don't think about what I am going to say next when listening.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. I listen even if the person is very boring.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. I pause before I respond to what has been said.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. I am aware of the tone of my voice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. I use an appropriate pace when speaking.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. I pay attention to the energy in the room when I am listening.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. I ignore distractions by acknowledging they exist and refocus on the speaker.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. I don't look at my watch while others are speaking.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. I don't shift the focus to something else without acknowledging what was said.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. I try to relax during difficult conversations in order to open my heart as well as my mind.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. I know how to use open-ended questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. I know when to use closed-ended questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29. I paraphrase to show that I understand what has been said.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. I clarify to probe for additional details.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. I summarize what the person said before I move on to another point.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32. I interpret how others are feeling through their facial expressions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33. I reference what was already discussed to build on what was said and show that I am listening.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34. I reinforce what was said by using encouraging words and statements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35. I ask questions that reflect the person's feelings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36. I use minimal encouragers to let the speaker know that I am listening.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The scoring is simple. If you have mostly *Always* you are a good listener. If you have mostly *Sometimes*, you are a fair listener. If you have mostly *Rarely*, you are a poor listener. As a resilient leader, you can determine your problem areas and work on ways of listening to become a better communicator.