

EFFECTIVE LISTENING SKILLS FOR COMMISSIONERS

Please take a moment to review these statements and consider how they relate to your own listening habits.

- ▶ While someone is talking, I frequently hear other conversations around me and get a sense of what is going on in each.
- ▶ While someone is talking, I try to connect the ideas together.
- ▶ While someone is talking, I try to mentally record what he or she has said.
- ▶ If in the midst of a conversation I find myself not listening, I pretend to pay attention to what is being said.
- ▶ As a listener I prefer if the speaker just presents the facts and allows me to draw my own conclusions rather than stating her opinions.
- ▶ As a listener, I prefer to interrupt the speaker when she has said something factually incorrect rather than letting her continue.
- ▶ As a listener, I begin to form my opinion of what is being said at the outset of the conversation.
- ▶ As a listener, I tend to fade when the speaker has a monotonous voice.
- ▶ As a listener, I rely on my innate ability to read non-verbal cues to understand the speaker's feeling.
- ▶ As a listener, I sometimes find it difficult to curb my own biases and focus on what is being said.
- ▶ As I listen I prepare my response to what is being said.
- ▶ Generally, I am able to respond immediately once the person has finished speaking.
- ▶ As I listen I anticipate what will be said next.