



## Manual for New Managers Worksheet

### Active Listening



#### Active Listening

Define active listening and its key components?


Identify ways to become a better listener?


How could you use body language to reflect a positive listening attitude?


What is the difference between sympathy and empathy, and when each is appropriate?


What 3 things constitute a listening mindset?


Define the steps in the communication process


Identify common listening problems and solutions




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Complete this Active Listening Inventory

Statement	Never	Sometimes	Often	Always
I enjoy listening to others.				
I multi-task, like organizing my e-mail while I am talking on the phone.				
I find listening to other people interesting.				
When I am listening to other people, I focus on what they are saying, rather than thinking about what I want to say.				
I interrupt others when they are speaking.				
When possible, I watch the other person's body language.				
When possible, I indicate that I am listening through body language (nodding my head, leaning in, etc.).				
I try to put myself in the other person's shoes.				
People often come to me for advice and help.				
When someone is speaking, I know what they are going to say.				

What does this tell you about your listening skills?
