



Communication Audit: Listening Effectively

Center for Business Communication
<http://www.andrew.cmu.edu/user/hajduk/CBC-Home.html>
 Audit #2009a-C06 • Revised July 7, 2009

Listener: _____ Event: _____ Person Rating Listener: _____

A. Non-Verbal Indicators

1. Make good eye contact with the people speaking to maintain and focus your attention	012345678
2. Nod your head to indicate you're following the speaker (you don't have to be agreeing)	012345678
3. Make appropriate facial expressions that show interest; it helps enhance listening ability	01234567
4. Watch the speaker and observe the speaker's non-verbals to improve your interpretation	01234567
5. Avoid distracting gestures that suggest boredom (e.g., sighing, clockwatching, shuffling)	01234567
6. Avoid tuning in and out (e.g., daydreaming or looking out the window).....	01234567
7. Take a few <u>brief</u> notes to aid recall and help you remain focused on the speaker's ideas	01234567

B. Verbal Indicators

8. Ask genuine, thoughtful questions to clarify, ensure understanding, & reassure speaker	01234567
9. Paraphrase to ensure understanding & assure the speaker (“What you're saying then is..”)	01234567
10. Don't interrupt or anticipate the speaker's thought; let the speaker finish before you talk	01234567
11. Integrate & relate different pieces of the speaker's messages/points when responding	01234567
12. Reduce the quantity of your talking--i.e. it's not the quantity; it's the quality that counts	01234567
13. Make smooth transitions between your listening and responding roles.....	01234567
14. Avoid side conversations with others that distract you and the person speaking	01234567

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Total = 100