Listener: _____________________________ Event: ______________ Person Rating Listener: ___________

### A. Non-Verbal Indicators

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

### B. Verbal Indicators

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

Communication Audits provide researched benchmarks designed to strengthen business communication abilities

Copyright © 1996, 2003, 2009 • Thomas Hajduk, Ph.D. • Communication Consulting Group • www.ccg-usa.com

Total = 100