

Being a good active listener

How many steps are used to display characteristics of a good listener? _____

Read the following scenarios and type yes or no if the characters displays good active listening (the first has been done for you).



1. Jessica is trying to explain Tiffany how her day was at work but Tiffany spent most of the time zoning out and looking down at the ground. Does this scenario display characteristics of a good listener?

No



2. Jessica then decided to visit Katy who made eye contact, nodded her head and even jumped with excitement at some of the things Jessica had mentioned. Does this scenario display characteristics of a good listener?



3. Susan is explaining the new project to Dave who is making eye contact, nodding his head and asking questions after she finishes speaking. Does this scenario display characteristics of a good listener?

Match the picture with the correct characteristic of a good listener by typing the correct number next to the picture.



1. Make Eye contact



2. Listen without interrupting



3. Ask questions



4. Nod/shake head