

| When I am listening to other people, I: | Often | Sometimes | Rarely | Never |
|---|-------|-----------|--------|-------|
| Keep my mind focused. | | | | |
| Ignore other things that are on my mind. | | | | |
| Keep my personal opinions under control. | | | | |
| Make mental notes of the key points. | | | | |
| Follow an argument clearly. | | | | |
| Keep an open and independent mind. | | | | |
| Ask questions to clarify things. | | | | |
| Pick up on feelings, moods and atmospheres. | | | | |
| Encourage other people to speak their mind. | | | | |
| Maintain good eye contact. | | | | |
| See solutions and offer advice. | | | | |
| Summarise the main points accurately. | | | | |
| Feel uncomfortable with silence. | | | | |
| Recall details and inferences later. | | | | |
| Get caught up with what I want to say next. | | | | |
| Come across as impatient. | | | | |
| Talk too much. | | | | |
| Talk over other people and interrupt. | | | | |
| Finish other people's sentences for them. | | | | |
| Get bored and lose concentration. | | | | |