

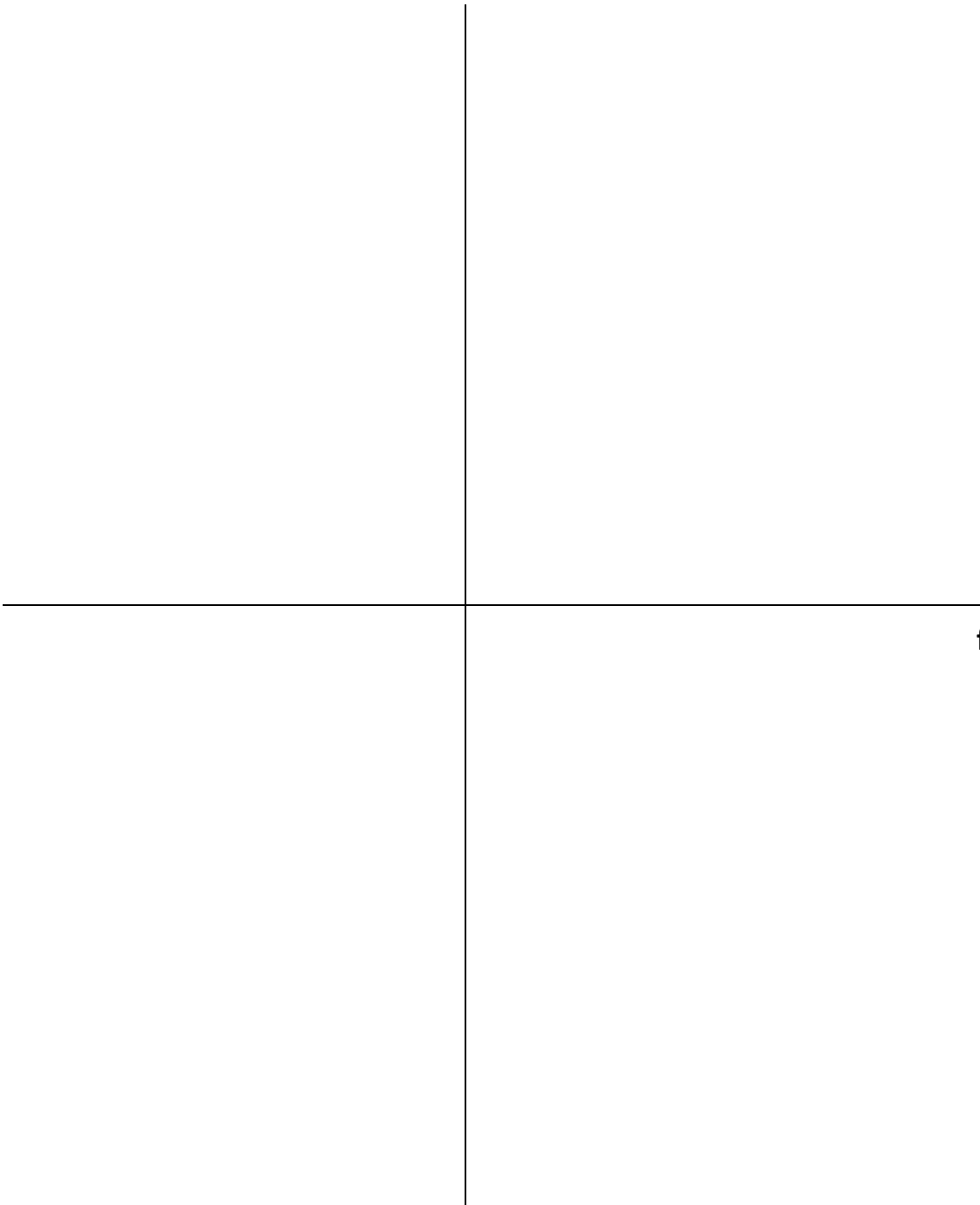
Work Style Differences

Business Like
(Does not show emotions)

Restrained
(on the
background)

Decisive
(on the
foreground)

Personal
(Shows emotions)



Listening Habits Rating Scale

Place a check mark on the column that best describes your listening habits. Add all scores to see your results at the bottom of the page.

Listening Habit	Hardly ever 10	8	6	4	Always 2
1. Pretending that you are paying attention when you are really pretending.					
2. Being disconnected and uninterested; not asking for clarification even if you don't understand.					
3. Focus on the words being said and ignore feelings involved.					
4. Getting easily distracted.					
5. Not observing the speaker's nonverbal communication.					
6. Ignoring information that you don't understand or does not benefit you.					
7. Assume that you know what the speaker is going to say.					
8. Allowing yourself to daydream or wander mentally.					
9. Feeling restless, impatient, and eager to end the conversation.					
10. Interrupting the speaker by taking over the conversation to provide your opinions.					

Your total score: _____

90—100 Superior

80—89 Very good

70—79 Good

60—69 Average

50—59 Below average

0—49 Far below average

Hot Listening Tips:

- In the workds of St. Francis, “Seek First to understand, then to be understood.”
- Get out of your own way and shut off youu own voice while people are talking;
- Listen for both the facts and the feelings behind what someone is saying;
- Comment on what you think the person is saying and ask if you are right; and,
- Identify your tune-out mode so you can notice and control it.

Denise Bissonnette, 30 Ways to Shine As a New Employee



THE FOUR AGREEMENTS

- 1) BE IMPECCABLE WITH YOUR WORD
- 2) DON'T TAKE ANYTHING PERSONALLY
- 3) DON'T MAKE ASSUMPTIONS
- 4) ALWAYS DO YOUR BEST



Don Miguel Ruiz