

Speaking to the Skills I Have Online Workshop Module 6 & Handout 2

Active Listening may not be happening when a person is:

- Preoccupied with something else
- Rehearsing a response
- Hearing selectively
- Focusing on the details rather than the message
- Evaluating and making judgements
- Responding emotionally

What do good listeners do in an interview?

In the following exercise, indicate if the statement is true or false.

- Keep an open mind T / F
- Constantly look at their watch T / F
- Consider the speaker, identify listening needs & make the necessary adjustments T / F
- Do not interrupt T / F
- Use appropriate eye contact and body language T / F
- Excuse themselves politely to answer their phone T / F
- Acknowledge the other – confirm through casual comments and gestures T / F
- Ask for clarification or additional information, if necessary T / F
- Be patient and respectful T / F
- Avoid preparing your response while listening T / F

Your speaking and listening skills are being assessed as part of your interview.

It is not only how you say your answer, but also what you say.

For example, listen carefully to the question. If not, you might miss the point of the question and *what you do answer* then will miss the mark.