



# Cultivating Self as Leader || Leadership Microcredentials - GWC

## Assessing Listening Situations

Adler, R. B. & Proctor II, R. F. (2015), Chapter 8 Listening worksheet SW-202

### LEARNING OBEJCTIVES

- Demonstrate effective listening strategies you could use to respond in a given situation.

### INSTRUCTIONS

We all face challenges in listening to others. Read the following scenarios below and describe what strategy you would use to maintain effective listening. (*Note: In these scenarios, your focus is on overall listening strategies rather than specific response styles.*)

1. You are trying to talk to your friend about problems with her parents while you are at a bar with loud music in the background.

Strategy:

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2. Your friend needs to talk to you about her new relationship, but you have a difficult time listening because you have an early morning history test to study for and have a trip to plan. With all this o your mind, how can you maintain effective listening?

Strategy:

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3. You are talking on your cell phone and the reception is bad.

Strategy:

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4. In a face-to-face meeting with your boss you receive a long list of tasks that you need to complete. At the end of the meeting, your boss says, “Have you got all of that?” What can you do to make sure that you’ve remembered all of the tasks accurately?

Strategy:

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5. During one of your least favorite meetings your supervisor asks a difficult question that she wants each employee to answer aloud. And she says she expects everyone to remember everyone else’s answers. She’s going around the room clockwise and you happen to be sitting at the end of the circle What do you do?

Strategy:

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Reference:

Adler, R. B. & Proctor II, R. F. (2015). *Looking out looking in*, 15<sup>th</sup> edition. Cengage Learning.