

THE FOUR LISTENING HABITS

INSTRUCTIONS:

Below is an outline of the four ways we listen with their respective strengths and challenges. Use this sheet to self-assess your own listening preferences by checking the line next to the statements you identify with most. Then, add up the checks in each of the four sections to rate your most to least dominant listening habit.



CONNECTIVE (CV)

Focuses on what the interaction means for others. Filters what is heard through interests in other people, groups, processes, audiences.

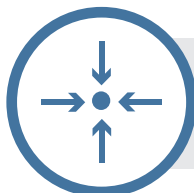
TOTAL

STRENGTHS

- ___ Provides support & empathy
- ___ Appreciates broad application of information
- ___ Listens for feelings behind facts
- ___ Orients self toward others

CHALLENGES

- ___ Can simply accept information at face value
- ___ May forget to look inward
- ___ Might sacrifice facts & data
- ___ Can often be ruled by emotions



REFLECTIVE (RV)

Focuses on what the interaction means for them. Filters what is heard through one's own interests and purposes.

TOTAL

STRENGTHS

- ___ Evaluates direct application
- ___ Relates information to own situation
- ___ Reflects on personal meaning
- ___ Discards non-useful information

CHALLENGES

- ___ Can miss potential applications
- ___ May be overly introspective
- ___ Can ignore meaning for others
- ___ Often misses the usefulness of information for other people/situations



ANALYTICAL (AL)

Focuses on what the interaction means to an issue or objective situation. Filters what is heard through interest in results and facts.

TOTAL

STRENGTHS

- ___ Discerns accuracy of information
- ___ Critiques information for decision-making
- ___ Listens for facts behind feelings
- ___ Controls biases and attitudes

CHALLENGES

- ___ Needs to get it "right"
- ___ Can discard information that could be valuable
- ___ May miss others' feelings
- ___ Can get stuck in the details



CONCEPTUAL (CL)

Focuses on the big picture and ideas, often abstract. Filters what is heard through an interest in concepts and possibilities.

TOTAL

STRENGTHS

- ___ Comprehends broad view
- ___ Uses information to stimulate ideas
- ___ Connects ideas to new ideas
- ___ Understands multiple meanings of a message

CHALLENGES

- ___ Can miss the tree in the forest
- ___ Might not get to the point
- ___ Can lack focus on the present
- ___ May read in more than is meant