

Listening Checklist

Active listening is a very important part of a Hearing Aid Practitioner's communication skills. Effective listening enables the collection of accurate and correct information, as well as being able to respond and communicate to the client when providing services.

Use this Listening Checklist to assess yourself as to how good a listener you are. Use the results to work on improving your listening skills.

1. Are you consciously aware of your listening strategy in every conversation?
2. Do you get impatient in a conversation and finish the speaker's sentences?
3. Do you create and keep eye contact when you are listening?
4. If the other person talking is long-winded or boring, do you stop listening?
5. When you are unable to commit your full attention to another person, do you let that person know that you are distracted?
6. Do you listen more than you talk?
7. Do you ask for clarification when required in your conversations?
8. When someone is speaking to you, do you generally focus on paying full attention to them?
9. Do you make an effort to demonstrate your interest in the conversation through your body language?
10. Do you work on improving your listening skills?
11. Are you willing to change your opinions and beliefs after hearing someone else's thoughts and experiences?
12. Do you look as if you are listening in personal meetings (lean forward, keep eye contact)?
13. Can you tune out distractions when listening?
14. Do you pay full attention to what the other person is saying, or do partially listen while preparing mentally a response or follow-up question?
15. Do you value what other people say, even if you don't agree with them?
16. When listening, do you pay attention to the person's non-verbal cues such as body language and facial expressions?
17. Do you work on developing an ability to remember important facts?
18. When in a conference or phone conversation, do you make notes about the most important details?
19. Do you repeat the essential details of a conversation back to the speaker to confirm that you have understood him/her correctly?
20. Do you make an effort to show interest in what the other person is saying?