

Skill Name: Listening

Skill Description: Practices active listening skills; has patience to hear people out.

Skill Notes: Actively listens; gathers information; gathers information and assesses needs through listening.

1. Sometimes people come to us for help and they are not sure what they want. Tell me about a time when you helped someone define his/her needs and then developed something to fit those needs.
2. Listening is a valuable tool. Describe a time when good listening helped you overcome a communication problem.
3. Give me an example of how you let someone know that you were listening to him or her.
4. When people are angry or upset they often need someone to listen to them. Give the best example of how you used listening to help someone calm down.
5. Describe a recent situation when you were most successful at listening and identifying a customer's needs.
6. Describe a situation in which you had to get information by asking a lot of questions of many people. How did you do it? How successful were you?
7. Give me some example from past jobs when you had to rely on information given to you verbally to get the job done.
8. We've all had occasions when we misinterpreted something we heard, like a due date, instructions, etc. Give me examples of when this happened to you. We have all had an occasion when we misinterpreted something that someone told us. Give an example of when this happened to you. Why do you think it happened?