

Listening Quiz*

Teacher's Edition

Answer the following as either True (T) or False (F):

1. When listening, it is important to look at the speaker and maintain eye contact.
T- Demonstrates interest and focus
2. One should listen intently, but interrupt if you think the speaker is in error.
F- Remain open-minded and let the speaker finish
3. We think faster than we speak.
T- We speak at about 150 WPM, but we can listen over twice as fast and we think (process) at 5X that speed.
4. Once the speaker is finished, it is appropriate to ask clarifying questions.
T- Be sure you understand the information and check perceptions
5. If the speaker has an annoying mannerism, it is OK to tune him out.
F- Remain open to the message and tune out distractions.
6. As the listener, your facial expressions and body language are not so important.
F- Non-verbals let the speaker know your level of understanding and whether or not they are communicating clearly. Discuss the differences when emailing or using the telephone.
7. In today's busy world, it is OK to multi-task while listening.
F- Then you are not fully listening; however, 75% of the time we are distracted or preoccupied while listening.
8. We hear; therefore, we listen.
F- Listening is a form of communication. Listening attaches meaning to what we hear.
9. In order to keep up with the conversation, it is important to prepare one's response as we listen.
F- You will miss what is being said. Keep an open mind
10. We remember 50% of what we hear.
F- 85% of the time we learn by listening; yet, we are distracted 75% of the time and we only remember 20% of what we hear!

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