Listening Skills Test

Select the best answer and circle your choice. Remember there is only one correct answer. Upon completion, please self-grade your test and then place in in the dropbox.

1. What is the purpose of an open ended question?
	1. To receive answers from the audience
	2. To focus on the speaker
	3. To waste your time
	4. To get clarification from the speaker
2. To achieve effective communication
	1. One only needs to listen
	2. One only needs to speak
	3. One needs to listen and speak
	4. One needs to be distracted
3. How much time do we spend listening?
	1. 45%
	2. 16%
	3. 30%
	4. 99%
4. Which of the following is not TRUE?
	1. Listing makes you feel important
	2. Listing will not reduce stress
	3. Listening does reduce conflict resolution
	4. Listening leads to learning
5. Which of the following is NOT a barrier to listening?
	1. Mental distractions
	2. Being appreciated
	3. Speaker’s delivery
	4. Uninteresting topic
6. Identify the four steps in active listening:
	1. Agree, reflect, question, listen
	2. Conflict, agree, question, listen
	3. Attentive, reflective, caring, listening
	4. Question, assertive, competitive, listening
7. Which of the following is a non-verbal cue?
	1. Talking
	2. Fidgeting
	3. Listening
	4. Paraphrasing
8. Gathering information and clarification are an example of?
	1. Listening
	2. Questioning
	3. Reflection
	4. Agreement
9. When trying to provide a constructive response to a staff member, one might to:
	1. Agree
	2. Question
	3. Reflect
	4. Listen
10. We listen at what rate?
	1. 10,000 to 30,000 words per minute
	2. 10 to 50 words per minute
	3. 125 to 250 words per minute
	4. 500 to 1000 words per minute