

De Anza College Office of Institutional Research and Planning

To: Donna Stasio, Instructor
From: Mallory Newell, College Researcher
Nergal Issaie, Student Assistant
Date: 8/14/2012
Subject: Listening Habits Survey, Spring 2012

The Listening Habits Survey was conducted in the Spring quarter of 2012. A pre-survey was conducted at the beginning of the quarter, and a total of 386 students responded to the online survey. A post-survey was conducted at the end of the quarter, and a total of 298 students responded to the online survey.

Important highlights include:

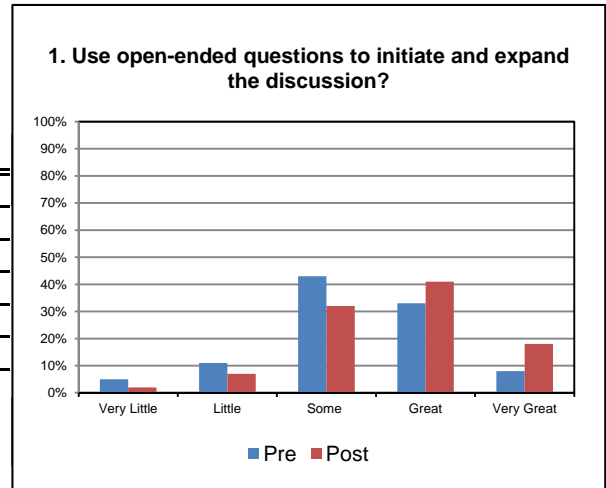
- 41% of respondents to the Pre-Listening Habits survey were “very great” or “great” in using open-ended questions to initiate and expand the discussion, while 59% of respondents to the Post-Listening Habits survey were “very great” or “great” in using open-ended questions to initiate and expand the discussion.
- 69% of respondents to the Pre-Listening Habits survey were “very great” or “great” in maintaining eye contact while the other person is speaking, while 78% of respondents to the Post-Listening Habits survey were “very great” or “great” in maintaining eye contact while the other person is speaking.
- 72% of respondents to the Pre-Listening Habits survey were “very great” or “great” in encouraging dialogue by sending signals that show they are genuinely interested in what the other person is saying, while 80% of respondents to the Post-Listening Habits survey were “very great” or “great” in encouraging dialogue by sending signals that show they are genuinely interested in what the other person is saying.
- 48% of respondents to the Pre-Listening Habits survey were “very great” or “great” in avoiding turning the conversation away from the speaker onto themselves, while 63% of respondents to the Post-Listening Habits survey were “very great” or “great” in avoiding turning the conversation away from the speaker onto themselves.
- 46% of respondents to the Pre-Listening Habits survey were “very great” or “great” in periodically check their understanding by restating in their own words what was said, while 60% of respondents to the Post-Listening Habits survey were “very great” or “great” in periodically check their understanding by restating in their own words what was said.

Listening Habits Survey, Spring 2012

In conversations with others, to what extent do you:

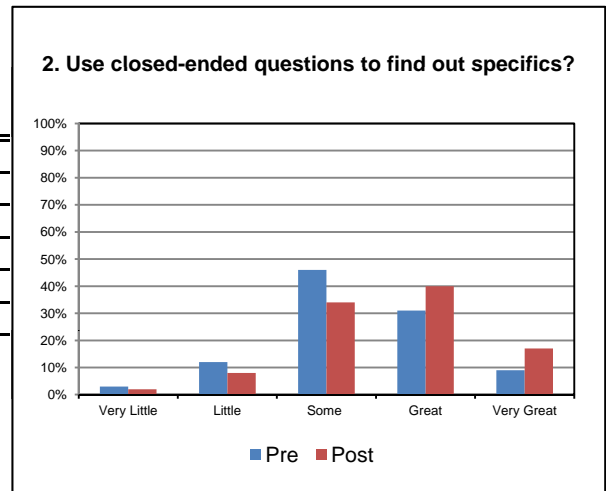
1. Use open-ended questions to initiate and expand the discussion?

Response	Pre		Post	
	N	%	N	%
Very Little	20	5%	5	2%
Little	43	11%	20	7%
Some	164	43%	95	32%
Great	127	33%	123	41%
Very Great	31	8%	54	18%
Total	385	100%	297	100%
No response:	1		1	



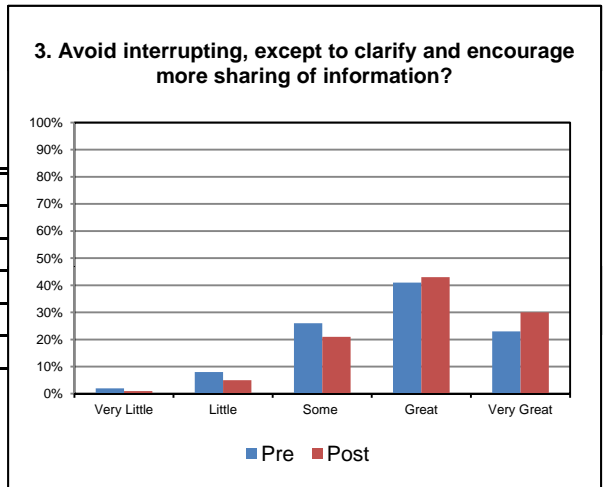
2. Use closed-ended questions to find out specifics?

Response	Pre		Post	
	N	%	N	%
Very Little	10	3%	6	2%
Little	47	12%	22	8%
Some	175	46%	99	34%
Great	119	31%	116	40%
Very Great	33	9%	50	17%
Total	384	100%	293	100%
No response:	2		5	



3. Avoid interrupting, except to clarify and encourage more sharing of information?

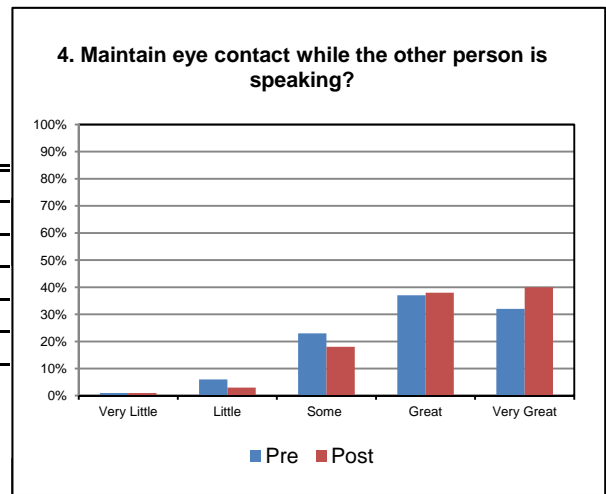
Response	Pre		Post	
	N	%	N	%
Very Little	7	2%	4	1%
Little	31	8%	14	5%
Some	100	26%	62	21%
Great	155	41%	127	43%
Very Great	86	23%	87	30%
Total	379	100%	294	100%
No response:	7		4	



Listening Habits Survey, Spring 2012

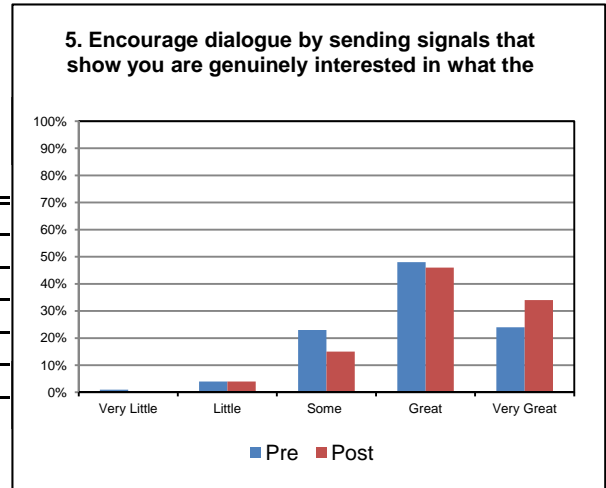
4. Maintain eye contact while the other person is speaking?

Response	Pre		Post	
	N	%	N	%
Very Little	4	1%	3	1%
Little	24	6%	9	3%
Some	89	23%	54	18%
Great	142	37%	113	38%
Very Great	124	32%	117	40%
Total	383	100%	296	100%
No response:	3		2	



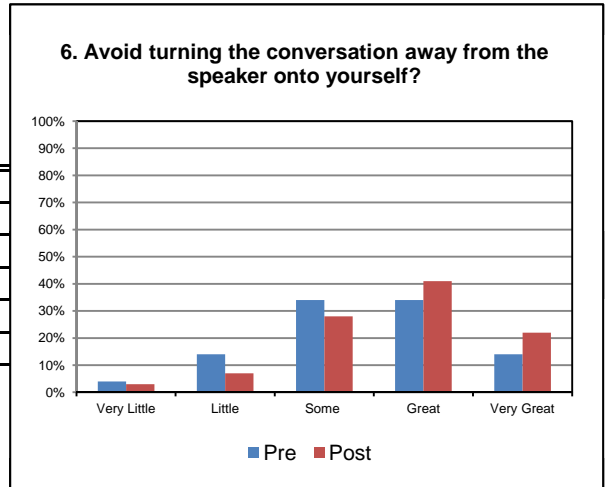
5. Encourage dialogue by sending signals that show you are genuinely interested in what the other person is saying?

Response	Pre		Post	
	N	%	N	%
Very Little	2	1%	1	0%
Little	16	4%	11	4%
Some	88	23%	45	15%
Great	185	48%	138	46%
Very Great	93	24%	102	34%
Total	384	100%	297	100%
No response:	2		1	



6. Avoid turning the conversation away from the speaker onto yourself?

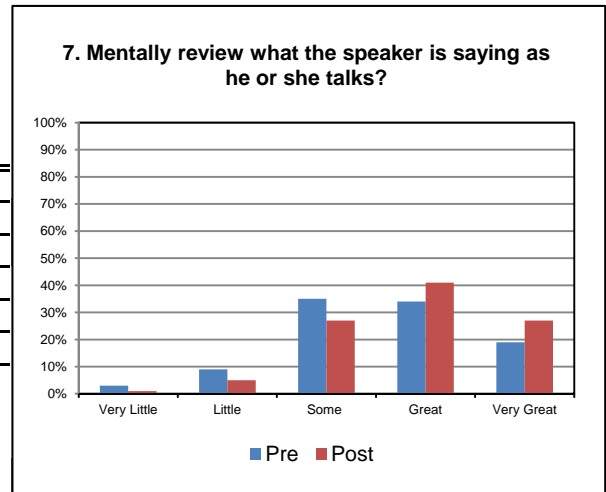
Response	Pre		Post	
	N	%	N	%
Very Little	14	4%	8	3%
Little	54	14%	20	7%
Some	131	34%	82	28%
Great	128	34%	121	41%
Very Great	55	14%	67	22%
Total	382	100%	298	100%
No response:	4		0	



Listening Habits Survey, Spring 2012

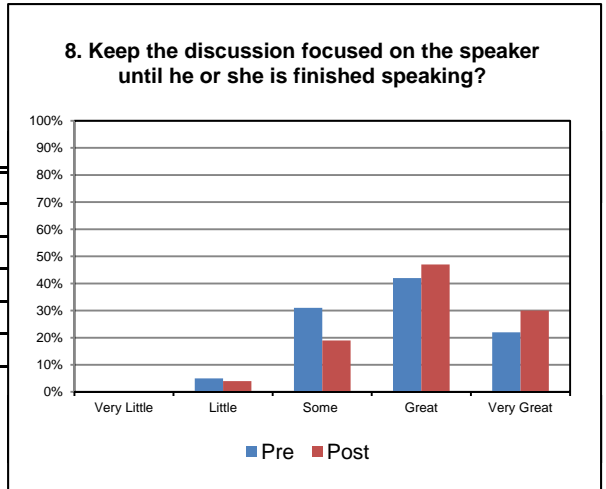
7. Mentally review what the speaker is saying as he or she talks?

Response	Pre		Post	
	N	%	N	%
Very Little	11	3%	4	1%
Little	35	9%	14	5%
Some	132	35%	79	27%
Great	129	34%	121	41%
Very Great	74	19%	79	27%
Total	381	100%	297	100%
No response:	5		1	



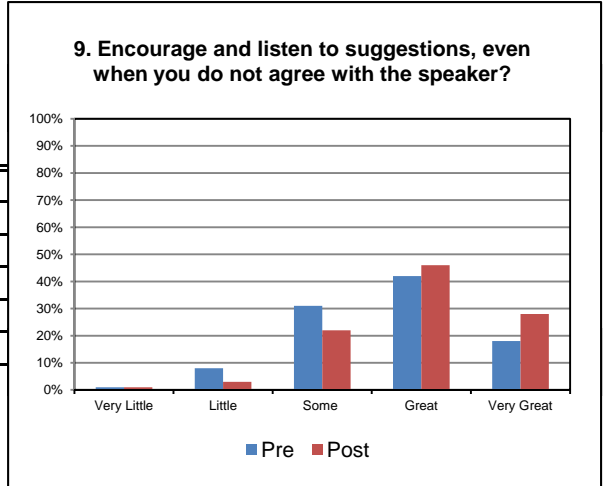
8. Keep the discussion focused on the speaker until he or she is finished speaking?

Response	Pre		Post	
	N	%	N	%
Very Little	1	0%	1	0%
Little	19	5%	12	4%
Some	118	31%	58	19%
Great	159	42%	139	47%
Very Great	85	22%	88	30%
Total	382	100%	298	100%
No response:	4		0	



9. Encourage and listen to suggestions, even when you do not agree with the speaker?

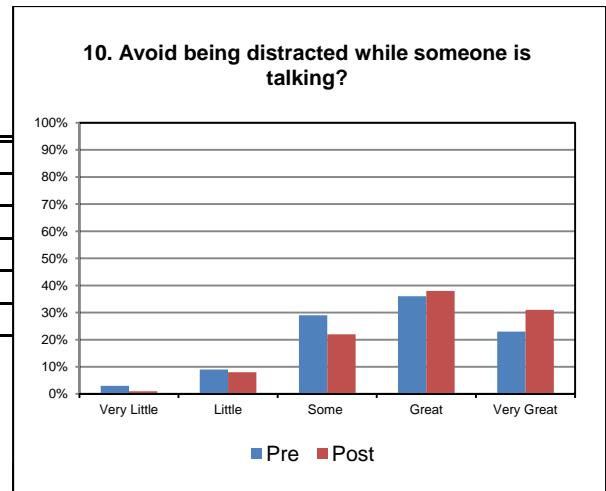
Response	Pre		Post	
	N	%	N	%
Very Little	4	1%	3	1%
Little	32	8%	9	3%
Some	117	31%	65	22%
Great	161	42%	137	46%
Very Great	69	18%	82	28%
Total	383	100%	296	100%
No response:	3		2	



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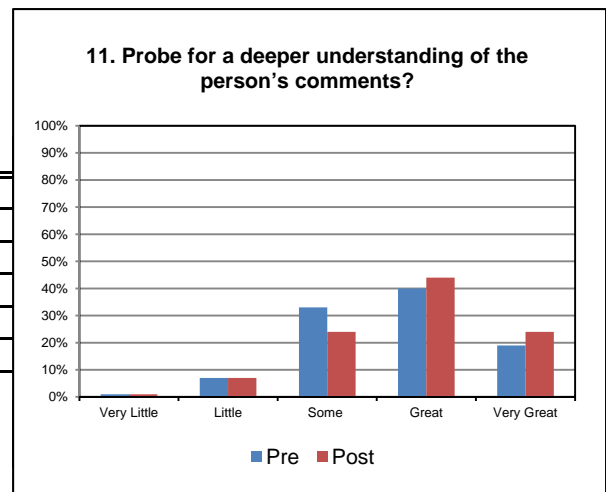
10. Avoid being distracted while someone is talking?

Response	Pre		Post	
	N	%	N	%
Very Little	10	3%	2	1%
Little	35	9%	25	8%
Some	112	29%	67	22%
Great	140	36%	113	38%
Very Great	87	23%	91	31%
Total	384	100%	298	100%
No response:	2		0	



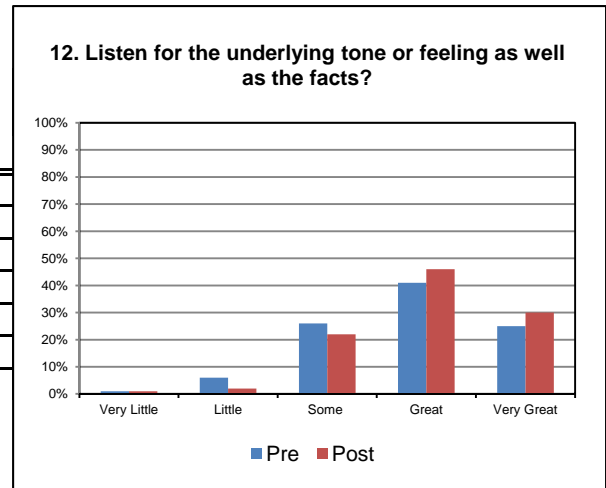
11. Probe for a deeper understanding of the person's comments?

Response	Pre		Post	
	N	%	N	%
Very Little	5	1%	3	1%
Little	27	7%	20	7%
Some	125	33%	71	24%
Great	153	40%	130	44%
Very Great	73	19%	72	24%
Total	383	100%	296	100%
No response:	3		2	



12. Listen for the underlying tone or feeling as well as the facts?

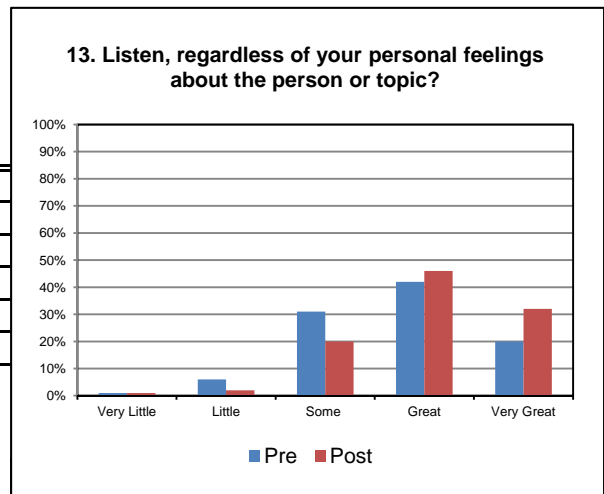
Response	Pre		Post	
	N	%	N	%
Very Little	5	1%	3	1%
Little	24	6%	6	2%
Some	101	26%	64	22%
Great	159	41%	136	46%
Very Great	95	25%	88	30%
Total	384	100%	297	100%
No response:	2		1	



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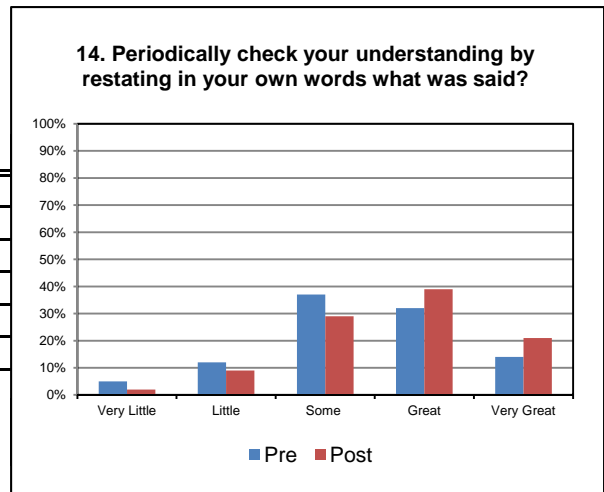
13. Listen, regardless of your personal feelings about the person or topic?

Response	Pre		Post	
	N	%	N	%
Very Little	5	1%	2	1%
Little	22	6%	6	2%
Some	118	31%	58	20%
Great	160	42%	136	46%
Very Great	76	20%	94	32%
Total	381	100%	296	100%
No response:	5		2	



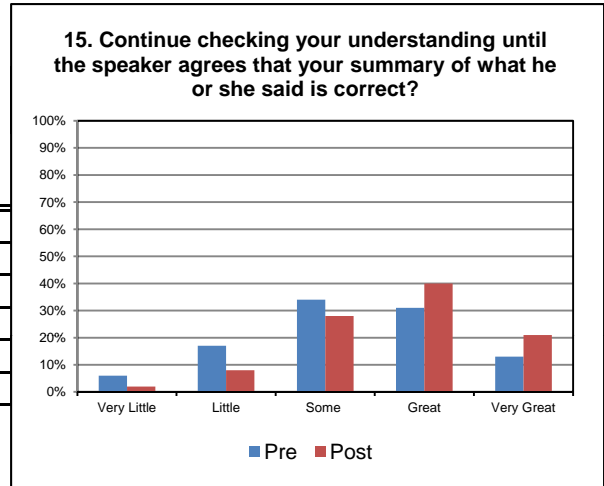
14. Periodically check your understanding by restating in your own words what was said?

Response	Pre		Post	
	N	%	N	%
Very Little	19	5%	6	2%
Little	47	12%	26	9%
Some	141	37%	85	29%
Great	123	32%	115	39%
Very Great	53	14%	63	21%
Total	383	100%	295	100%
No response:	3		3	



15. Continue checking your understanding until the speaker agrees that your summary of what he or she said is correct?

Response	Pre		Post	
	N	%	N	%
Very Little	22	6%	6	2%
Little	63	17%	24	8%
Some	131	34%	84	28%
Great	117	31%	120	40%
Very Great	48	13%	63	21%
Total	381	100%	297	100%
No response:	4		1	

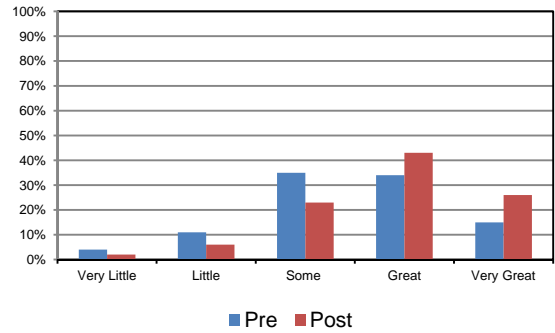


Listening Habits Survey, Spring 2012

16. Summarize and close the conversation so the other person feels that you have appreciated and understood his or her comments?

Response	Pre		Post	
	N	%	N	%
Very Little	14	4%	7	2%
Little	44	11%	17	6%
Some	136	35%	69	23%
Great	131	34%	127	43%
Very Great	59	15%	76	26%
Total	384	100%	296	100%
No response:	2		2	

16. Summarize and close the conversation so the other person feels that you have appreciated and understood his or her comments?



Listening Habits Survey, Spring 2012

17. What activities/assignments etc. during this quarter

Comments

1.principles of communication listening 2. conversation Report. Interpersonal Skill Workshop.My topic"Am I always right"

Active listening

Active Listening assignment, Relationship Interview assignment, Group work.

active listening between friends.

active listening report

Active Listening Report and the Relationship Interview.

Activities such as the impromptu speeches and introductory speeches really helped me focus on the information that the speaker is trying to relay and become a better listener

Activities that we disclose stuff about ourselves. This creates a more friendly atmosphere.

All of the activities. Listening to the speech & working together as a group

All of the speeches and reflective papers

all of the speeches provided great practice. I enjoyed listen to everyone else as well.

All speeches, class discussions and feedback

All the different types of speeches in this class, and the readings from the textbook helped me improve as a listener, as well as a speaker.

All the impromptus and group activities made the learning experience not only fun but enjoyable and made us realize that the whole class is feeling the same way we are and makes us not feel as nervous.

All the individual speeches each student has done; intro. speech, narrative speech, cultural item speech and the informative speech. Also the field trip assignment because that was all based on observation and listening (in my case).

all the speeches and the impromptu related to the class

all the speeches assignments

All the speeches, johari assignment,

ask question

At the beginning of the quarter we listened to someone talk for a minute without interrupting and that activity was quite eye opening; it made me realize how often I interrupt people and I have tried to minimize doing that.

being able to comment on others and hear out others comments.

Being able to listen to people talk about their projects and understanding why they chose their topics

Being required to comment on a classmate after their delivery of a speech helped me improve as a listener.

Beside each presentation, The professor and classmate's comments helped me to improve as a listener.

By giving peer critiques in my SPCH 1 class because I needed to pay attention to the speech in order to give them the peer critique.

By learning how to not interrupt the speaker as he or she is speaking was a great improve for me as a listener.

By reading the textbook, we learn some information about how to be a good listener. we practice the those skills that we have learned from the book and our professor's lecture to let us become a better listener when we are listening classmates' speeches. Moreover, after listening our classmates' speeches, we can ask questions that we are interested about their topics.

class mate critique

Commenting about peer's speeches and group discussion helped.

Communication field trip,all the speeches, Johari assignment.

communication lecture

Consisten speeches

Constantly working as a good and going up to present my speeches has helped me to improve me skills as a listener. In a group, I noticed the importance of being heard, as well as, the importance to acknowledge and listen to someone when they are talking. This same reason also goes for giving speeches. It is important to listen to someone if you, yourself, would like to be listened to.

criticize other speaker

Definitely The speeches!

different group presentation

Doing speeches

During the quarter, the assignments that helped me the most were assignments I practiced outside of class.

Listening Habits Survey, Spring 2012

Comments

During those presentation speeches

Engaging in listening to my fellow peer's speeches

Every time we had to get up during class and practice a skill on a classmate, it helped me reinforce skills of maintaining a conversation with fellow classmates.

Everything helped, love the improv speeches though, those were fun.

everything i learned in class has helped me especially the group projects

Everything was great, I learned a lot of methods--verbally and nonverbally

Feedback

first and foremost when we had to talk about ourselves in groups the first week of class. that was awesome for me.

get a lot of feedback from my tablemates.

get involved with questions and respect others valuable research and time. great class

Giving evaluations after a speech helped me find common ground with other listeners

Giving feedback after the speeches helped me to listen to the persons main points.

Giving feedback helped cuz I was forced to listen. Especially if it was random feedback, so I don't know when I have to tell someone what they did well or didn't so I listened to everyone and it eventually became a habit

Giving people feedback after their speeches

giving persuasive speech, informative speech etc.

giving speeches in front of classes, and in-class discussing

Group activities that involves us to come up with ideas and topics to speak on. Besides that, example speeches from the lecturer helped to broaden and improve myself as a good listener. Also, peer review helped me to listen tentatively so that I could give my best feedback.

Group discussion

Group discussion where we have to share different topic and give reasons why we chose that topic.

group presentation

group presentations

Group Project

Group projects Group discussions

Group Review about Outlines

Group Symposium and How to Workshop

Group work and peer (speech) reviews

group works and the book was great.

Groupwork, response papers, feedback from teacher on project1 assignment, having the opportunity of being on stage and speaking to the class, learning a lot from small groups and sharing about one another. The quizzes made me wish I had maintained the information better.

have to make critique so we have to listen carefully

having students and teacher make comments on how i could improve. i really enjoyed the partner speeches as well because they sort of made me establish a certain connection with that person.

Having to ask a question at the end of the persuasive speech

having to do all the activities in class in groups encouraged me to be more attentive to what people say

Having to give feedback after speeches made me listen more closely to what was being said

Having to write feedbacks during speeches helped me pay attention to details that they talked about. Knowing that there is a set structure for speeches also help me pay attention more as I tend to look out for them and pay attention to how my peers organize their speeches.

Hearing the speeches

helped you to improve as a listener?

I believe the response papers we wrote improved my listening skills a lot.

I feel like our first self introduction speech, because everyone was new and not used to one another yet.

I feel that doing peer critiques helped me to become a better listener

I feel that something that helped me to improve as a listener was critiquin classmates, and all the visual aids.

I liked that one activity where it was numbered 1 - 3 and we discussed why were ordered them that way it was fun to see what others thought and fun to see how much in common we had when we picked the same order. I really listened to know why they picked a different order and after I heard their side it was a side that i had not even thought, and both sides were perfect and right.

Listening Habits Survey, Spring 2012

Comments

I purposely did not want to raise my hand so I could hear others opinions instead of providing my own. I'm very comfortable speaking, but I have a hard time controlling my own opinions. Everyday was a growing experience.

I really love the check-in action. It makes us to show our confident to talk with people.

I show no signs of change or improvement.

I think just our speeches in general have really helped me gain a better understanding about speaking and also listening!

I think learning about the differences between men and women's talking habits. I definately used to be bothered when men would interrupt me, now I understand that's just more common. I think just reading that if you repeat what the speaker said then it helps both individuals with the conversation. Useful info.

I think that doing group activities/discussions helped me improve myself as a listener.

I think the fact that we had to get into groups and carry out group discussions about various topics. Ranging from personal topics to controversial. As well as doing the quiz and reading section about listening.

I think the impromptu speeches were the ones that made you focus the most because there wasn't any kind of predictable formula that you knew people would follow.

I think the speeches helped to improve listening skills by engaging us and making us listen to subjects and opinions that you might not agree with.

I was able to appreciate more listening to others when I would give my speeches and caught a few people texting or doing something else while I was talking.

I would have like to see more discussion on the checking understanding through restating the words.

I would say learning not to interrupt the speaker, i did not know we interrupt speakers so often

Ice breaker activities.

If a person ask a question to a speaker at the end of speech, mostly she/he will get a prize in my class. And it really motivated me to become a nice listener because to ask a question, I have to listen carefully what the speaker have said.

impromptu and reflection essay. Survey Completed by Ricco Liu

Impromptu and the Famous speeches

Impromptu speech. Personal Project speech. Group Project Speech.

In class discussions were one of the great things we did this quarter it allowed me to engage in speaking process even more and to get to know people around me so I am more comfortable when I am presenting.

Informative speech

interactive demonstrations

Just paying attention to the speaker and listening to what the main points are to understand what they are talking about

Just sitting there listening to the speeches, certainly this is true of most of the controversial ones.

Just the overall speeches. Everyone set a standard . I enjoyed everyones confidence .

Learned to work in a group, appreciate other's opinion. Got better in giving speeches

Learning about dual perspective was an eye opener, I'm still trying to implement. All the chapters/concepts on interpersonal communications too.

Learning the different concepts and participating in group discussions/projects.

Lectures

Listen to others' speech and give comments on their speeches

Listening countless speeches given by the classmates.

Listening other students' presentation

Listening speeches of others, Professor talking about chapters and giving examples by playing videos in class helped me out to improve my listening skills.

listening to all of the speeches

Listening to classmates speech

Listening to classmates' speeches

Listening to my classmates presenting their speeches, as well as getting to know them throughout the quarter really helped me improve as a listener. Each presentation was something different and new, and required undivided attention. Going from speech to speech helped me sharpen my ability to listen keenly to different topics, regardless of my opinion on them.

Listening to my classmates' speeches

Listening Habits Survey, Spring 2012

Comments

listening to other speeches and asking questions.

Listening to persuasive speeches!

Listening to speeches

listening to speeches

listening to speeches in class, reading the chapter on listening

Listening to speeches really helped and afterwards we discussed the speech with the class or in groups.

Listening to the experiences of others and eventually getting familiarized with each other (peers).

Listening to the presentations of others was helpful.

Listening to tons of speeches! And the debates

Mainly just giving whomever was speaking my undivided attention.

mostly presentations in the class, and class discussions.

Newsletter Group Project and most of the techniques that was mention on the textbook.

newsletter presentation

Not much, mostly the quizzes because they forced me to read the otherwise terrible textbook. This class was a joke.

Not using my phone for once and the active listening exercises we did

Other students' speeches required us to listen because we had to follow up with a response paper where we discussed our role as a listener. It wasn't focused on conversations specifically though, it was focused on critical thinking.

others' experience ideas.

Out of class critique assignment and speeches throughout the quarter.

Outlines and speeches

Paraphrasing sentence after speaker

Paying attention to the speaker and listening to closely to their main points in order to understand the whole speech

Peer critiques on speech days

Peer critiques, out of class speaker critique

peer review of outlines

personal presentation

practice

Providing students with feedback and listening to speeches

public speaking and small group discussion

reading assignments

Reading the assigned book actually helped me improve on being a better listener. It talked about showing respect to the speaker by listening because as a speaker you will want that as well. Another activity that helped improve my listening was writing down comments for a speaker while they gave their speech. It helped me focus in to what they were saying.

Reading the book and attending class lectures were very helpful.

Reading the textbook throughly and group discussions after the in class activities

Reflection essay

Relationship Interview

Response papers

Self Evaluations, looking at the recordings, speaking with the instructor.

Simply listening to different speeches helped me improve as a listener. Working with a group, in our group speech also helped me improve as listener. I had to work with others, not only myself, and listen to the opinions and thoughts of others. We all had to work together and listen to one another in order to have a successful group speech.

Sitting with groups and doing exercises with them all the time, along with listening to so many speeches helped me improve as a listener.

Some of tge speeches did not appeal to me personally, but I did listen to them anyways.

Sp.15 with Professor Williams

Speaking assignments, and feedback were very helpful

Speaking in front of a class

speech critique to classmates

Listening Habits Survey, Spring 2012

Comments

speeches mostly and just talking to people in class

Taking Speech

The "silence" moments after a short speech someone would give and having nothing in front of me while people speak.

The Active Listening method!!

the activities in the workbook and doing them out loud in the class together

The activities that I feel helped me the most to improve as a listener would definitely be my participation with the CCP program.

the activities/ assignments that helped me in improving as a listener was all of our exercises. I say all of them because we are seated and position where we aren't doing anything but listening.

the activity that helped me to improve as a listener was not having any cellphones visible and giving our full attention to the speaker.

The comments I got from my audience for each speech. It helped me give a better focus to my audience and fix what they felt I wasn't giving to them.

the communication fieldtrip

The communication lecture

The Conversation Report helped a lot

The discussions held after each speech was given on a certain day really helped listening skills. It prompted us to really take in what others were saying and give feedback that would only make us better public speakers.

The discussions we had on the worksheet activities we completed in-class. I would listen to the people in my group as they shared their answers.

The Drama Activity has helped me a lot. Boosting my confidence.

the fact that we have to listen and give comment on other people's presentations help me listen there speech properly and give the proper comments on the things they did good or the things they need to work on.

The feedback and discussions

The group activities at our tables helped me view what worked with different people. Listening to everyone's individual input better shaped my listening habits.

The group evaluation at the end of our speeches.

the group panel presentation was very helpful. gave me the opportunity to work with several people, different ideas that forced us to compromise and come together as one group.

the group project

The group project presentation

The group project was the biggest help for improving as a listener.

The group speech because it helped with working with more than one person

the group work really helped me engage with my fellow class mates and interacting with them helped me to be a better listener

The informative assignment.

the little exercises we do and getting to know a new person. this class made me feel more comfortable with myself.

The observation project.

The outline rough draft really helped me!

The peer critique helped me improve as a listener because you must understand other student speech clear in order to give them your critique.

The Peer observation forms assisted in my listening skills to make sure that the information communicated is what the presenter wanted the class to know.

The peer review sheets for each speech.

The persuasive speech and impromptu's

The question and answer section during our own speech or other speech in public speaking class

The reflection essays

the reflection essays really helped because i got to see and understand what i need to improve

the reflection speeches

the relationship interview

The relationship symposium and interpersonal skills workshop.

Listening Habits Survey, Spring 2012

Comments

The soap box speeches

the speech assignments helped improve my listening

The speeches

The speeches and impromptu, like selling the items etc.

The symposium

The task of writing peer critiques.

The textbooks were gave me insight and our discussions about them.

There are some activities that I think very effective to help me improve as a listener which is writing peer feedback, clearing the desk before any speech is delivered, and critic outside class.

This quarter I found the following activities to be helpful: brainstorming sessions, suggestions from peers during in-class assignments, restating questions after a speech, and being a courteous and attentive audience member while someone was delivering a speech.

This quarter i was able to develop a more confident relationship between the groups and persons i talked with. I also know that i have gotten so much better relating to others by truly hearing them out rather than being quick to respond without taking heed to the opposing point of view. In addition, i found several ways that can help improve my conversations with others depending on its contexts. This can include opening or ending a conversation or something simple as recognizing the non-verbals etc.

This quater helped me to listen better is having speeches.... It really gets ,y attention and I always stay focus on the speaker and makes sure that the speaker has my attention. Also, being in groups project helps you listen more.

visual aides practices

Watching a short film on communication.

Watching everyones presentations and also interacting with every single person in the class.

Watching people give speeches.

We did a lot of group activities where we had to listen to everyones' input and opinion. We also listened to other students' speeches.

When classmates had to give a speech.

when we had presentations

When we had to comment on someones speech and we were randomly chosen.

Working as a group really helped me to learn more about being a listener. Doing peer reviews after speeches also helped.

Working in groups an evaluating our own outlines helped me improve as a listener this quarter.

Working in groups and sharing answers

working in groups made me a better listener.

Writing a peer critique and aaking questions.

Writing feedback for the speakers made sure that I listened and understood what they were talking about.

Writing feedbacks

Listening Habits

This survey is used for research purposes only.
All responses will remain confidential.
You may choose not to answer any of the questions.
Thank you for your time and feedback.

Please select the response that most accurately describes your listening habits.

In conversations with others, to what extent do you:

	Very Little	Little	Some	Great	Very Great
1. Use open-ended questions to initiate and expand the discussion?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Use closed-ended questions to find out specifics?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Avoid interrupting, except to clarify and encourage more sharing of information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Maintain eye contact while the other person is speaking?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Encourage dialogue by sending signals that show you are genuinely interested in what the other person is saying?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Avoid turning the conversation away from the speaker onto yourself?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Mentally review what the speaker is saying as he or she talks?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Keep the discussion focused on the speaker until he or she is finished speaking?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Encourage and listen to suggestions, even when you do not agree with the speaker?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Avoid being distracted while someone is talking?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Probe for a deeper understanding of the person's comments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Listen for the underlying tone or feeling as well as the facts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Listen, regardless of your personal feelings about the person or topic?

14. Periodically check your understanding by restating in your own words what was said?

15. Continue checking your understanding until the speaker agrees that your summary of what he or she said is correct?

16. Summarize and close the conversation so the other person feels that you have appreciated and understood his or her comments?

17. What activities/assignments etc. during this quarter helped you to improve as a listener?

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