

LISTENING & SPEAKING

Listening & Speaking Profile for

Your Name

Listening & Speaking

Meeting mutual communication goals to build trust is essential for effective communication. Flexibility is required. Two key components of flexibility are listening and speaking.

A communication transaction involves a listener and a speaker. Messages are sent and received. If your listening and speaking skills are strong, you are well on your way to being a flexible communicator. If they are weak, the good news is that they can be improved.

Effective listeners listen for facts and feelings. Effective speakers send messages that adapt to the listener's preferences for facts and feelings, i.e., his/her communication style.

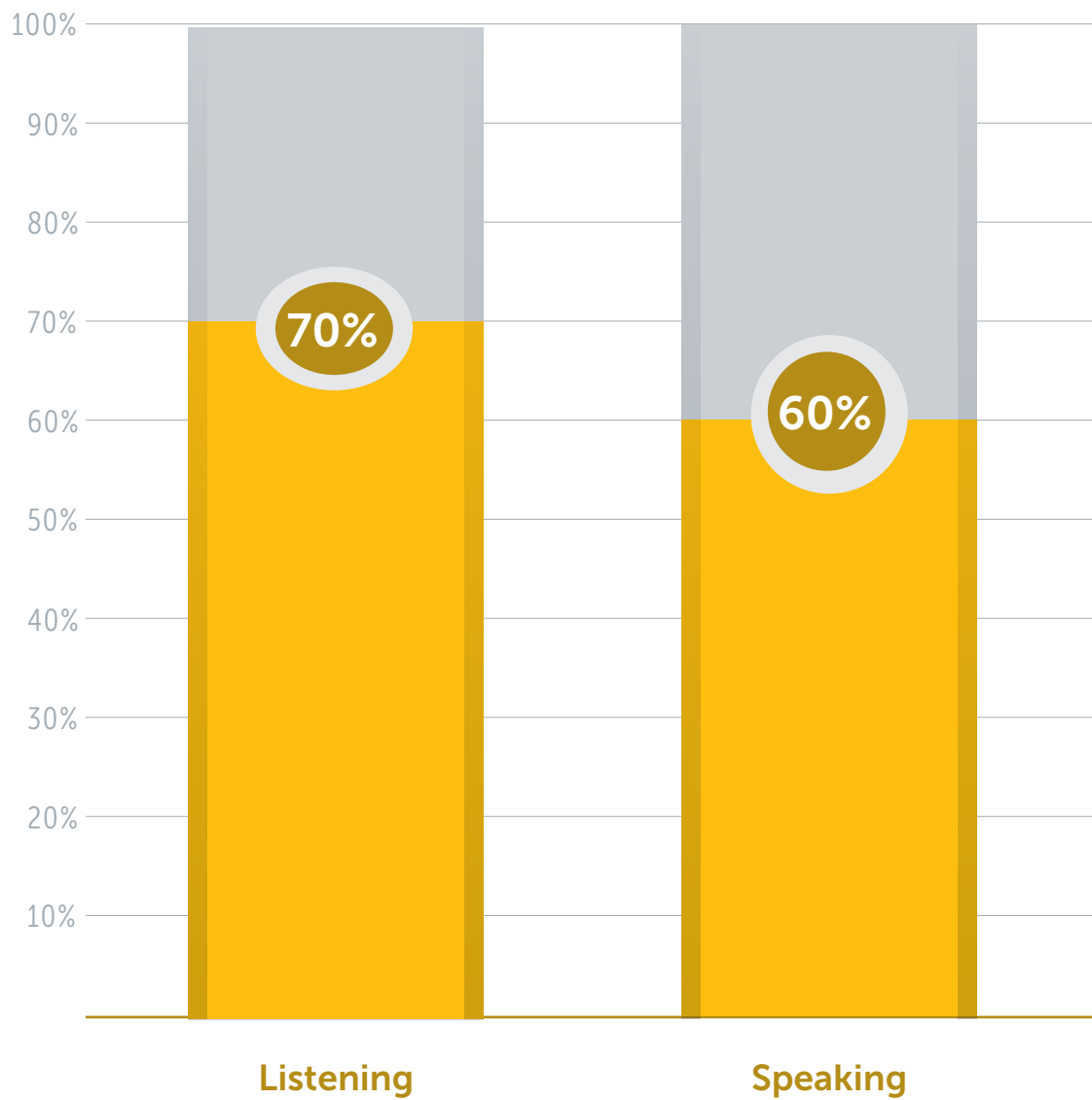
For listening, try to encourage the speaker and show consideration of the facts of the message too. As a speaker, strive to send clear and relevant messages.

People from all four communication styles receive high scores and low scores on the Listening & Speaking profile. Communication style and communication skills are distinct from each other.

Listening and speaking skills can be learned, practiced and thereby become habits. Low scores can, in time, become high scores. And by the same token, high scores can drop if we fail to pay attention to our listening and speaking on a daily basis.

The bar graph below shows how your respondents rated you as a listener and as a speaker. The shaded area indicates your percentage score for each skill out of a possible 100%.

Listening & Speaking Results





Keys of Communication

STYLE • GOALS • FLEXIBILITY • LISTENING • SPEAKING

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