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# Assessment

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## *The Business of Listening*

### *Fourth Edition*

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Complete this book, and you'll know how to:

- 1) Discuss the benefits of listening—what's in it for you; what's in it for your organization.
- 2) Apply four key elements of good listening: hear, interpret, evaluate, and respond.
- 3) Identify your own listening style: promoting supportive, directive, or analytical.
- 4) Identify your own listening attitude.
- 5) Apply ten tips for tip-top listening.



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## Assessment Questions for The Business of Listening, Fourth Edition

*Select the best response.*

1. Poor listening habits include:
  - A. Thinking carefully about what the speaker is saying
  - B. Finishing other people's sentences
  - C. Becoming defensive
  - D. All of the above
  - E. B and C.
2. Double messages (such as speaking in a hostile voice but smiling in a friendly manner) are often sent by people who are afraid of the consequences of telling the truth.
  - A. True
  - B. False
3. The "DISC" skills are attributes of a motivated listener that include:
  - A. Determination, Innovation, Sensitivity, and Cooperation
  - B. Desire, Interest, Self-discipline, and Concentration
  - C. Design, Intelligence, Skills, and Communication
4. According to the author, the single greatest barrier to active listening is daydreaming.
  - A. True
  - B. False
5. Good listeners interpret a speaker's nonverbal feedback through:
  - A. Ears and eyes
  - B. Heart, mind, and intuition
  - C. All of the above
6. One way to improve your listening habits is to write down positive changes that you've made, such as paying attention in a boring meeting or preventing yourself from interrupting a co-worker.
  - A. True
  - B. False
7. You can build rapport with people by matching your voice rate and volume with theirs.
  - A. True
  - B. False

8. The four key elements of the listening process are:
  - A. Hear, consider, rephrase, and acknowledge the message
  - B. Hear, interpret, replay, and acknowledge the message
  - C. Hear, interpret, evaluate, and respond to the message
  - D. Hear, judge, consider, and act upon the message
9. We tend to hear what we expect or want to hear and filter out that which isn't consistent with our expectations.
  - A. True
  - B. False
10. If you have a "directive" style, the most important change you probably need to make when communicating is to:
  - A. Cut down the amount of small talk
  - B. Learn to be more patient
  - C. Take compulsive notes
11. To get a "promoter's" attention, you should:
  - A. Speak loudly
  - B. Use big gestures
  - C. Provide plenty of detail
  - D. 1 and 2
  - E. 2 and 3
12. If you have a "supporting" style, you may need to learn to:
  - A. Pay more attention to facts
  - B. Say "no" more often
  - C. Become more assertive and state your opinion directly
  - D. All of the above
  - E. B and C
13. To get an "analyzer's" attention, you should:
  - A. Be logical and organized
  - B. Keep the small talk to a minimum
  - C. Sprinkle your conversation with phrases like "You're right."
  - D. Keep details to a minimum
  - E. A, B, and C
  - F. B, C, and D

14. Other people will give you full attention even if they feel that you don't care about them or their opinions.
  - A. Seldom
  - B. Always
15. If you need to pass on important news to someone, you should:
  - A. Tell the news as quickly as possible, then leave to allow the person private time to process the information
  - B. Outline the message, saying the most vital parts first and last
  - C. Be upbeat—even if the news is bad
16. Good listeners are usually less efficient in completing their work because they spend so much time listening.
  - A. True
  - B. False
17. Keys to evaluating a message include:
  - A. Asking questions
  - B. Jumping to conclusions
  - C. Analyzing the evidence
  - D. A and B
  - E. A and C
18. You can listen well and do other things at the same time.
  - A. True
  - B. False
19. Characteristics of a good listener include:
  - A. Making regular eye contact with the speaker
  - B. Seeking first to understand, then to be understood
  - C. Providing appropriate nonverbal responses
  - D. All of the above
  - E. 1 and 3
20. Voice conveys about 30 percent of a verbal message.
  - A. True
  - B. A and C

21. If someone activates one of your “hot buttons” during a conversation, you should:
  - A. Take deep breaths to help you control your physical reactions
  - B. Ask objective questions for clarification
  - C. Stick to the subject
  - D. Make a conscious choice about your response
  - E. All of the above
22. A statement that would encourage people to listen to you might include:
  - A. “Let me repeat what I just said, as it’s important that you hear me.”
  - B. “Please listen to me.”
  - C. “I feel that I’m not being heard.”
  - D. “This information is important. I need your undivided attention.”
  - E. All of the above
23. If you catch yourself falling into a bad listening habit, it’s best to fix the mistake immediately. For instance, you could say, “I just interrupted you. I’m sorry. Please go on with what you were saying.”
  - A. True
  - B. False
24. When taking notes, you should:
  - A. Write as neatly as possible
  - B. Write down all the details and use complete sentences
  - C. Note the speaker, situation, and time
25. When we set aside our own needs and truly listen, it’s more likely that people will drop their pretenses and speak to us honestly and from the heart.
  - A. True
  - B. False
26. Which of the following is true of good listeners?
  - A. They judge the messenger rather than the message
  - B. They’re impatient
  - C. They fidget
  - D. They’re easily distracted
  - E. None of the above
  - F. All of the above

27. On average, what percentage of our day do we spend listening?
  - A. 80 percent
  - B. 45 percent
  - C. 16 percent
  - D. 5 percent
28. Taking copious notes is an effective listening skill.
  - A. True
  - B. False
29. Which of the following isn't part of interpreting information?
  - A. Responding to the information
  - B. Recognizing mental filters
  - C. Using an understanding tone of voice
  - D. Noticing nonverbal cues
30. Analyzing and evaluating information are critical in all listening situations.
  - A. True
  - B. False
31. If someone has a "supporting" style, he or she might:
  - A. Be the life of the party
  - B. Listen for feelings more than facts
  - C. Prefer to work alone
  - D. Dominate meetings
32. When you listen carefully and anticipate excellence, you seldom get it.
  - A. True
  - B. False
33. Which style might start a meeting with these words: "You have five minutes, give me the bottom line"?
  - A. Promoting
  - B. Supporting
  - C. Analytical
  - D. Directive
34. Pacing a speaker means to keep pace with what he or she is saying.
  - A. True
  - B. False

35. When listening, a “whole body” listener would do which of the following:
- A. Remain alert, but comfortable
  - B. Text friends
  - C. Make good eye contact
  - D. Pay attention to nonverbal feedback
  - E. A, B, and D
  - F. A, C, and D
36. The best way to handle emotional “hot buttons” is to ignore them.
- A. True
  - B. False
37. Which of the following techniques can help to control emotional hot buttons?
- A. Holding your breath
  - B. Saying the first thing that comes to mind
  - C. Changing the subject
  - D. All of the above
  - E. None of the above
38. To overcome distractions, which of the following methods are effective?
- A. Planning your listening location away from distractions
  - B. Identifying distractions and eliminating them
  - C. Ignoring them
  - D. All of the above
  - E. None of the above
39. Hearing is the same as listening.
- A. True
  - B. False
40. Which of the following is an appropriate response when you don’t hear what someone has said?
- A. “Would you mind repeating that? I didn’t hear what you said.”
  - B. “Huh”?
  - C. “Whatever you say.”
  - D. “Open your mouth when you talk.”
41. Good listeners don’t interrupt other people when they’re talking.
- A. True
  - B. False

42. If you're listening effectively, you'll:
- A. Understand exactly what the speaker means
  - B. Immediately act on the information
  - C. Ask questions for clarification
  - D. Close your eyes for better concentration
43. We listen at 100 percent of our capacity:
- A. Most of the time
  - B. Never
  - C. Only in short bursts when the message is urgent
  - D. When we feel like it
44. When someone is making small talk, you can listen effectively and still do other things at the same time.
- A. True
  - B. False
45. Improving your vocabulary can make you a more effective listener.
- A. True
  - B. False
46. To concentrate while listening, which of the following are effective techniques?
- A. Sitting up straight
  - B. Focusing on the speaker
  - C. Making eye contact
  - D. Pacing and mirroring
  - E. All of the above
  - F. None of the above
47. Listening is a passive activity.
- A. True
  - B. False
48. Humans listen more than any activity except breathing.
- A. True
  - B. False
49. To get other people to listen to you:
- A. Push their hot buttons
  - B. Ask politely for their attention
  - C. Don't make eye contact
  - D. Add endless detail to your story
50. When we listen, incoming information is stored first in long-term memory.
- A. True
  - B. False



## Assessment Answer Key for The Business of Listening, Fourth Edition

### *Recommended response (Corresponding workbook page)*

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|------------|------------|------------|------------|
| 1. E (21)  | 14. A (65) | 27. A (98) | 40. A (25) |
| 2. A (32)  | 15. B (66) | 28. B (72) | 41. B (13) |
| 3. B (74)  | 16. B (94) | 29. A (28) | 42. C (19) |
| 4. A (76)  | 17. E (30) | 30. B (30) | 43. C (2)  |
| 5. C (28)  | 18. B (95) | 31. B (42) | 44. B (19) |
| 6. A (15)  | 19. D (20) | 32. B (77) | 45. A (25) |
| 7. A (81)  | 20. A (27) | 33. D (44) | 46. E (95) |
| 8. C (19)  | 21. E (85) | 34. B (81) | 47. B (95) |
| 9. A (23)  | 22. E (64) | 35. F (78) | 48. A (2)  |
| 10. B (44) | 23. A (63) | 36. B (84) | 49. B (64) |
| 11. D (41) | 24. C (72) | 37. E (85) | 50. B (22) |
| 12. D (42) | 25. A (77) | 38. D (88) |            |
| 13. E (47) | 26. E (54) | 39. B (95) |            |