



Conscious Inclusion: Mindful Leadership Communication to Sustain DEI environment

FACILITATOR:

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B R O W N

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LEARN TO PRACTICE MINDFUL LISTENING

SELF ASSESSMENT

HOW DO YOU RATE YOUR LISTENING ABILITY?

One reason listening is so important is that we do so much of it every day. We know that good communicators spend far more of their time listening than they do talking. Like asking questions, listening is a skill that we can develop. In an age when we are inundated with distracting content, we can choose to be listening more than people did in the past.

Listening is a skill we can develop!

Question	Yes	No	Points
1. Do you enjoy listening?			
2. Is it easy for you to listen with interest to a large variety of subjects?			
3. Do your friends seek you out to discuss a problem or decision when they need help?			
4. Does your attention usually stray toward other groups or people entering or leaving the room?			
5. Do you interrupt?			
6. Are you more apt to be thinking ahead to what you will say next rather than weighing what you are being told?			
7. Do you stop listening to everything when you strongly disagree with the speaker on one point?			
8. Do you assume or anticipate regarding the other person's views?			

9. Do you feel you can judge most people quite quickly before hearing them out?			
10. Do you generalize (All old people think... all redheads... all college kids...)?			
11. Do you encourage others to elaborate or clarify points you have misunderstood?			
12. Do you listen to what is not said, such as the obvious omission?			
GRAND TOTAL			

Scoring

- Give yourself 2 points if you answered “Yes” for question 1. You enjoy listening as much as you enjoy talking.
- Give yourself 2 points if you answered “No” to questions 4, 5, 6, 7, 8, 9, and 10.
- Give yourself 2 points if you answered “Yes” to questions 2, 3, 11, and 12.

Your score: _____

Interpretation

If your score is **20 or more**, you have already developed some strong communication skills. You have the ability to listen to people, understand what they are saying, and communicate your understanding back to them. Use your listening and communication skills to help others.

If your score is between **10 and 18**, you are within the average range. Use this quiz to help you identify where you are doing well and where you would like to do better.

If your score is **less than 10**, it is time to start learning! Use this quiz to help you set some goals. Start with one or two things that you would like to improve on, such as empathizing, paraphrasing, or asking good questions. Then, we will work on setting an action plan, and you will be on the road to being a better listener, and a better communicator.

PERSONAL ACTION PLAN

I am already doing these things well:

I want to improve these areas:

I have these resources to help me:

RECOMMENDED MINDFULNESS EXERCISE

Try Observing Your Thoughts for 15 Minutes

This exercise is a staple of mindfulness, designed to simply **enhance your awareness of your own thoughts**.

To begin, sit or lie down in a comfortable position and try to let all tension in your body dissipate. Focus on your breathing first, then move your awareness to what it feels like to be in your body, and finally move on to your thoughts.

Be aware of what comes into your head, but resist the urge to label or judge these thoughts. Think of them as a passing cloud in the sky of your mind.

If your mind wanders to chase a thought, acknowledge whatever it was that took your attention and gently guide your attention back to your thoughts.



Thank You

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RECOMMENDED READING LIST

Hanh, Thich Nhat *The Art of Mindful Communications*. HarperOne, Reprint edition 2014.

Benjamin, Susan F. *Perfect Phrases for Dealing with Difficult Situations at Work*. McGraw-Hill,

Blanchard, Ken, and Sheldon Bowles. *High Five! The Magic of Working Together*. William Morrow

Goleman, Daniel. *Emotional Intelligence: Why It Can Matter More Than IQ (10th Anniversary Edition)*. Bantam, 2005.

Bernstein, Albert. *Am I The Only Sane One Working Here?* McGraw-Hill, 2009.

Carnegie, Dale. *How to Win Friends and Influence People*. Pocket Books, (Reprint).

Crucial Conversations: Tools for Talking When Stakes are High. McGraw-Hill

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