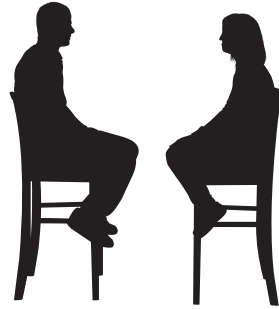


LISTENING SKILLS

**Make eye contact:**

look into eyes while listening

Show interest in the person:

face person and lean forward

Give encouraging facial expressions:

nod, smile, or look serious

Use correct voice tone:

sound pleasant or serious

Keep an open posture:

hands, arms, feet, and legs are open, not crossed

How to Listen

Read each story and write which “Listening Skills” Lucas needs to improve, then write how he can improve or change them.

Lucas is talking with his boss, Ms. Wells. She is explaining how to work the new inventory computer. It is very technical and Ms. Wells is explaining, in detail, how to use the new computer program to control inventory. Lucas is listening but he keeps looking toward the door waiting for Andy, a coworker, to enter. He needs to ask Andy to change work days with him over the weekend so he can go to a party. Ms. Wells is becoming frustrated with Lucas because she thinks he is not paying attention. She finally asks Lucas if he wants to do this another time. What listening skills can Lucas improve and how?

Lucas is working at the check-out counter. All of a sudden, five people line up to buy their selections. A customer steps up to the counter and asks Lucas for help finding an item. Lucas turns to look at the customer and tells her, “Wait a minute and I will call another sales person.” The customer looked shocked because of the impatient way he talked to her. What listening skills can Lucas improve and how?



Andy and Lucas are in the break room. It has been a long day because of the sale. Ms. Wells comes in and asks how they think the sale has been going. Andy is enthusiastic and tells her that he thinks the sale has been successful. Lucas looks bored and yawns when he says it has been pretty busy. Ms. Wells asks if they could stay an extra hour to help clean up the racks and shelves. Andy smiles and tells her he could stay. Lucas rolls his eyes and says he has already been on the floor for eight hours. Ms. Wells ignores Lucas and tells Andy she appreciates his positive attitude. What listening skills can Lucas improve and how?

Lucas has a meeting with Ms. Wells to go over his evaluation. As he sits across the desk from her, he crosses his legs resting his elbows on his knees. After Ms. Wells talks to him about improving his attitude, Lucas hunches over and crosses his arms. Ms. Wells continues going over his evaluation. Lucas sinks lower in his seat looking at the floor. Ms. Wells finally asks Lucas if he is interested in the evaluation. He looks up at her and says in a flat voice, “Sure, I guess.” What listening skills can Lucas improve and how?



Ms. Wells sees Lucas on the sales floor painting the “Sale” sign. She needs to tell him the sale prices and wants to show Lucas a list of sale items. As she begins to tell Lucas about the sale, he keeps working on the sign with his back to her. When she asks him to look at the list, he takes the list briefly, then hands it back to her and turns to the sign. Ms. Wells tells him that it is important for him to know which items will be on sale. With his back to her, Lucas says he knows about the sale and has a copy of the list at the counter. Ms. Wells walks away, shaking her head. What listening skills can Lucas improve and how?