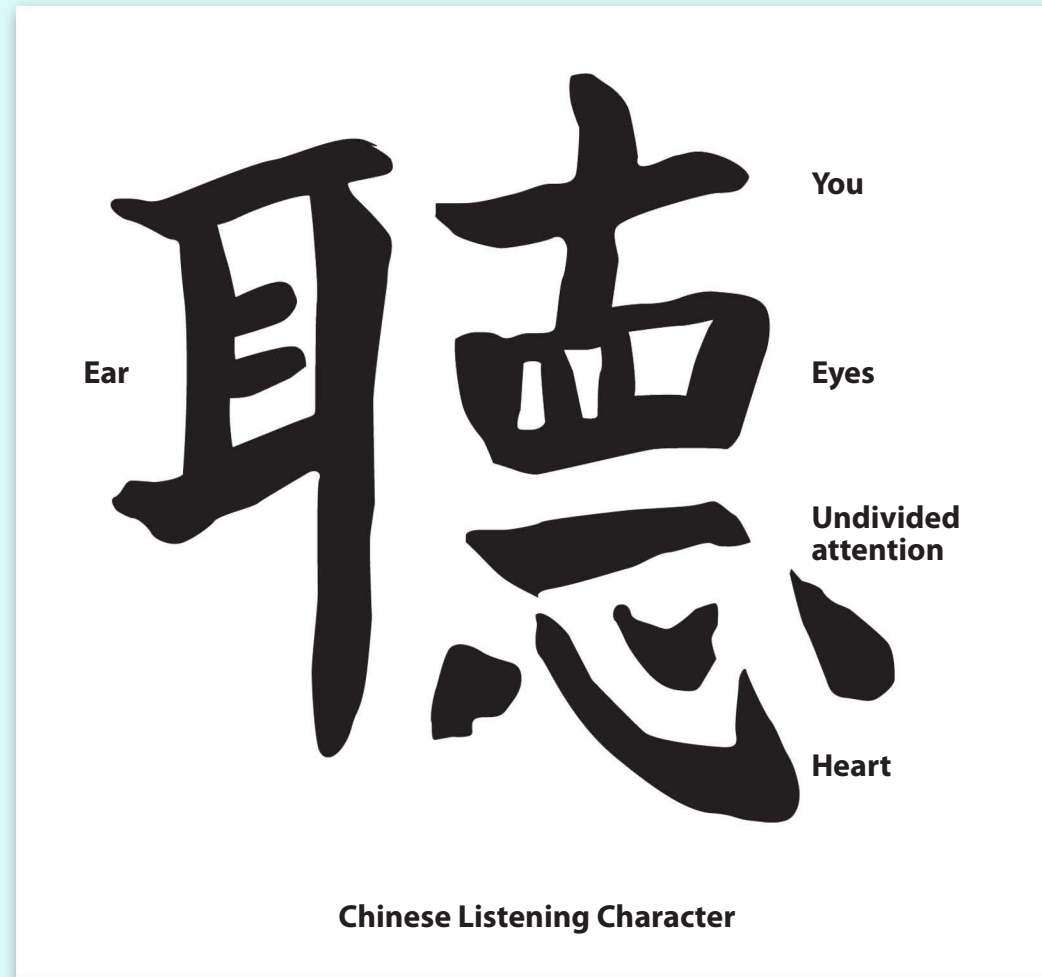


## Career Changers

# Polish Up People Skills

To get along well with others, in and out of the workplace, you need to be a good listener; and good listeners use more than just their ears. This Chinese listening character shows that eyes, ears, heart and attention are all part of the listening process. Study the Chinese symbol and then answer these questions about listening.



Study the Chinese character for listening and then answer the questions below.

1. How do you listen with your eyes? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. How do you show the listener undivided attention?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
3. What do you do to show you are listening with your heart?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
4. On a scale of 1-5 with 5 being the best listener, how well do you think you listen to others? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
5. Whom do you know who is a good listener? Describe a good listener? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_