

Listening

Competency Development Activities

Competency Definition

Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Developmental Activity Levels

All (A)

Applies to all competency levels

Beginner-Basic Knowledge (B)

A person at the Beginner-Basic Knowledge level has limited experience applying the competency. He/she applies general knowledge in common situations but has limited practical experience in applying the competency in a work environment presenting more complex situations.

Mid-level (M)

A person with mid-level proficiency has applied the competency repeatedly and successfully in the performance of his/her job but still has much to learn about the advanced aspects or behaviors associated with the competency. A person at this level can usually apply the competency on his/her own.

High (H)

A person at the High level has extensive knowledge of and experience with this competency and can apply the competency exceptionally well on the job without assistance. At this level one is an expert and has enough experience to teach the competency to others.

Articles, Books, and Websites

A Jim Dugger, Listen Up: Hear What's Really Being Said, National Press Publications, 1991.

This book outlines five instant ways to improve listening skills and helps readers pinpoint their strengths and weaknesses when listening. They'll also learn how to interpret nonverbal communication and respond with non-judgmental phrases, "I" messages, and open-ended questions.

Activities

There are currently no developmental activities for this competency.

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Coaching Suggestions for Managers

There are currently no coaching suggestions for this competency.