



Survey

Active listening as the path to negotiations

Item	Behaviour	Always	Usually	Occasionally	Rarely	Never
1	I pay attention to feelings, impressions and behaviour of others only to the extent that I pay attention to the facts					
2	I can also hear what has not been said					
3	I try not to interrupt a person who speaks to me					
4	I can show interest without pretending it					
5	I make sure not to be discouraged by the speaker because of his/her appearance, manners, manner of speaking					
6	I'm sure that the speaker's position or status does not affect how I listen to him/her					
7	While listening, I avoid making judgments about what has been said					
8	I do not disturb the speaker					
9	I try to pay attention to the speaker's behaviour, to what his/her body says					
10	I focus on listening, I turn my attention away from external events					
11	I can listen to someone who speaks incoherently, repeats himself/herself, etc.					
12	As a listener, I use nonverbal communication: smile, look into the eyes, nod my head					
13	I can briefly summarise the speech to make sure that I understood correctly					
14	When I'm having trouble understanding someone, I admit it and ask for clarification					
15	When I listen, I pay attention to what I can learn from the speaker					