



Michael Oliver's

**NATURAL SELLING**  
SALES TRAINING

People have all the answers. All you need are the right types of questions

## Listening Exercise

Here is a short test that will give you an idea of your own listening habits:

### When you're listening to someone,

- Do you think about other things while you're keeping track of the conversation? Yes  No
- Do you think about what you're going to say next? Yes  No
- Do you listen with the intent to reply rather than with the intent to understand? Yes  No
- Do you break in with your own ideas before the other person has finished talking? Yes  No
- Do you listen primarily for facts rather than ideas? Yes  No
- Do you 'tune out' to things that you feel will be too difficult to understand? Yes  No
- Do you try to make it appear you're paying attention when you're not? Yes  No
- Do certain words or phrases prejudice you so that you don't listen objectively? Yes  No
- Do your thoughts turn to other things when you believe a speaker will have nothing particularly interesting to say? Yes  No
- Do you finish other people's sentences? Yes  No
- Can you tell from a person's appearance and delivery that he/she won't have anything important to say? Yes  No
- Are you easily distracted by outside sights and sounds? Yes  No

If you answered 'NO' to all of these questions, you are one of a kind! From an early age, most of us are taught to express ourselves to get our points across. Very few of us are taught how to listen. Good listening habits can be learned.