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| Listening Skills  Each of the listening skills below are helpful toward solving conflict For each skill, rate yourself, then ask how you can improve your listening skills to equip yourself to better resolve conflicts?  S for strength, A for average or N for I need to work on it. | | | |
| **SKILL** | **S** | **A** | **N** |
| I make eye contact when a party is speaking to me. |  |  |  |
| I am open minded and neutral while listening to a party. |  |  |  |
| I listen intently and try to remember the party’s important points. |  |  |  |
| I refrain from interrupting a party when they are speaking. |  |  |  |
| I wait for a pause before I ask questions to clarify to ensure I understand the party’s concerns. |  |  |  |
| I do not get distracted during a conversation; a party has my full attention. |  |  |  |
| I pay attention to non-verbal cues. |  |  |  |
| I summarize what I have heard throughout the conversation to ensure I understood what the party said. |  |  |  |