

## Unit 4.2 Active Listening

### Active Listening Quiz

**Based on what you have learned in the Active Listening Unit, circle the correct answer to the questions below.**

1. Active Listening requires a person to:
  - a) Focus on the person speaking
  - b) Interrupt the speaker if you want to tell them you agree
  - c) Move around a lot as you are listening
  - d) None of the above
  
2. If a person is not hearing impaired, then hearing is something that we have to focus on. It does not come naturally.  
True.      False
  
3. Communication should be:
  - a) A one-way process where one person speaks and the other person listens
  - b) A two-way process where both people take turns speaking and listening to each other.
  - c) A process where both people can talk whenever they want to.
  - d) a and b are correct
  - e) None of the above
  
4. What is a way that you can show someone that you are listening to them?
  - a) Make eye contact with them
  - b) Turn your body towards them
  - c) Interrupt them
  - d) a and b are correct
  - e) none of the above
  
5. What was a way to stop interrupting people that they discussed in the video on Being a Good Listener?
  - a) Listen more than you speak
  - b) Close your mouth while listening
  - c) Make a note during the conversation
  - d) All of the above are correct
  
6. You must like someone or agree with them to listen to them.  
True                      False



7. What should you not do when you are listening to someone?
  - a) Be judgemental
  - b) Blame and criticize them
  - c) Interrupt them
  - d) All of the above
  
8. The following is an example of showing interest and asking a question if you are not understanding:
  - a) "Sounds like this is really important to you."
  - b) "So I will finish the filing and then go home."
  - c) "I am confused. Can you explain to me what you are trying to say?"
  - d) None of the above
  
9. What is a mistake that people make when they are talking to others that may make others not want to talk with them?
  - a) State their opinion over and over like it is a fact.
  - b) Exaggerate or lie a lot.
  - c) Gossip about other people.
  - d) All of the above.
  
10. What are the four things to remember to effectively communicate with someone that were in the "7 Mistakes of Communication" video?
  - a) Honesty, Authenticity, Integrity, and Love
  - b) Humour, Realistic, Happiness and Love
  - c) Always listen to other people, interrupt if you need to say something, it's okay to lie a little and you can look at your phone and listen to someone at the same time.
  - d) None of the above

