

## ASSESS AND IMPROVE YOUR SUPERVISION SKILLS

### Supplemental Handout

ONE POSITIVE EXPERIENCE I HAD AS A SUPERVISEE:

ONE NOT SO POSITIVE EXPERIENCE I HAD AS A SUPERVISEE:

ARE YOU HEARING OR LISTENING?

Not often	Sometimes	Mostly	Always
1	2	3	4

TEN STEPS TO IMPROVE YOUR LISTENING SKILLS

Rating	
	Show attentiveness by <b>facing</b> the speaker directly
	Show interest by maintaining <b>eye contact</b>
	<b>Avoid pre-judging</b> worthiness of message based on appearance, position, vocabulary, pronunciation
	Listen for the speaker's <b>intent</b> and what is important to him/her
	<b>Avoid tuning out</b> to prepare your response while the other person is speaking
	Ask questions to <b>clarify</b> speaker's meaning
	<b>Avoid interrupting</b> the speaker
	Encourage the speaker by <b>smiling</b> or <b>nodding</b>
	Before answering, <b>pause</b> and consider the speaker's <b>viewpoint</b> so you can be tactful
	<b>Avoid</b> trying to have the <b>last word</b>