

Profile Features Overview

Personal Listening Profile®

MODEL OVERVIEW

Overview of the Personal Listening Profile®

page 2

An introduction to the profile and an exploration of the importance of listening skills. The various Listening Approaches are defined, and the layout of the report is explained.

PERSONAL DESCRIPTION

Your Listening Style

page 3

A narrative description of your most natural Listening Style. This narrative explores your tendencies and preferences as a listener.

Your Listening Approaches Graph

page 4

A graph indicates how inclined you are to use each of the five Listening Approaches, which determines your Listening Style.

Working with Your Listening Style

pages 5-6

A look at the strengths and challenges of your preferred Listening Style. This section also explores the expectations that you may have of others when they are either speaking or listening to you.

COMMUNICATION

Your Listening Style in Different Situations

page 6

An explanation of how listeners often need to change their behavior to meet the needs or desires of the speaker.

Your Communication Gap Analysis

page 7

A table that shows the interaction between your Listening Style and various speaking intentions. Your strengths and potential challenges in these areas are displayed.

Your Communication Gap Analysis - Summary

page 8

An analysis of the situations in which your natural Listening Style either thrives or requires more attention.

NEXT STEPS

Your Action Plan

pages 9-10

A guide and questions that help you increase your effectiveness as a listener.

Action Planning Grid

page 11

A table that allows you to plan improvements in your communication with specific individuals.

REFERENCE

The Listening Approaches

pages 12-16

Full descriptions of all five of the Listening Approaches. This section explains the appropriate environment, focus, motivation, and behavioral indicators of the Listening Approaches.