

**Quiz**  
**Course 3: Listening for Understanding**

Name:

Date:

Instructions: Read each question or statement and answer carefully. Choose the best answer.

**True or False**

1. When someone listens, they hear the message and need to decide if it is important.
  - a. True
  - b. False
2. We can effectively listen while doing something else.
  - a. True
  - b. False
3. People don't always hear the entire message being sent.
  - a. True
  - b. False

**Multiple Choice**

4. Listening and understanding involves:
  - a. asking questions
  - b. non-verbal messages and gestures
  - c. staying quiet for a moment so the speaker knows he or she was heard and you have time to process that was said
  - d. reflecting the content, emotions, and the meaning of the message back to the speaker
  - e. being open-minded and reserving judgment
  - f. all of the above

## Fill in the Blank

5. Repeating the understood message back to the speaker is called \_\_\_\_\_.
  - a. interested silence
  - b. reflective listening
  - c. curiosity
  - d. reserving judgement
  
6. When someone is speaking, you can show them right away that you are interested in what they are saying (without interrupting) by \_\_\_\_\_.
  - a. using gestures, and body language
  - b. reflecting content
  - c. asking open ended questions
  - d. summarizing and clarifying
  
7. \_\_\_\_\_ can get in the way of listening for understanding.
  - a. Non-verbal messages and gestures
  - b. Debating
  - c. Reflective listening
  - d. Interested silence