

Active Listening Quiz

Ask delegates to take a piece of paper. Ask them to print their first name and today's date in the top left hand corner, and explain that you will read out 6 questions. Their job is to listen, to write down the question number, and to write the answer to the question. Tell them that you will read each question once and they must not take notes. This quiz will serve as an assessment of their listening skills, allow 10 minutes in total.

Read through all of the following questions before you discuss the answers.

1. You need to travel to trade shows in California, Florida, Wisconsin, South Dakota and Maryland.

Which of these states contains the letter F?

2. You work for "Big P" food wholesalers. You sell potatoes, pastries, pork, peanuts, peas, pies and pizza and you promise next day delivery. On Thursday, your customer faxed through an order for pastries, peanuts, popcorn, pies and potatoes

You will be able to deliver this complete order on Friday – True or false

3. You sell various types of rides to amusement parks and carnivals. The Ferris wheels in your product line have catalogue numbers of F443, F1668, F235, F126 and F37.

How many catalogue items have four numerical digits?

4. How do you pronounce the word spelt J O K E? (Ask for a verbal response)

How do you pronounce the word spelt P O K E? (Ask for a verbal response)

How do you pronounce the word spelt B L O K E? (Ask for a verbal response)

How do you pronounce the word spelt S M O K E? (Ask for a verbal response)

Write down what you call the white of an egg.

5. You sell school photographs. Whilst exhibiting the photos at the school one day, several students placed orders. The first one was Susan, then Johnny, Penny, Malcolm, Larry and Amy

Who was the third student to place an order?

6. You sell fruit to fruit stands. Today. Mr Cherry bought some oranges, Mrs Lemon bought some pears, Mr Fig bought some apples, and Mrs Kiwi bought some grapes and Mrs Berry bought some bananas.

Who bought the pears?

Answers:

1. California and Florida
2. False – you don't sell popcorn
3. One. the F1668
4. Albumen or Egg white. The white of an egg is not the yolk. Point out the importance of not having any expectations whilst listening.
5. Penny
6. Mrs Lemon

Discuss with delegates how listening also involves retaining information, not having expectations about the message and not making assumptions.

As a final note, ask which delegates PRINTED their FIRST name in the upper LEFT hand corner of their paper as you had asked