

Communicating in the Workplace

Administrative Accounting and Bookkeeping Program

Exercise: Active Listening

Are you a good listener? Listen to these questions and write your answer.

Questions:

1. In Canada, the 1st of July is our national holiday. Is there a 1st of July in England?
2. How many birthdays does the average person have?
3. Some months have 31 days. How many have 28?
4. Is it legal for a man in British Columbia to marry his widow's sister?
5. A doctor gives you three pills and tells you to take one every half an hour. How long will the pills last?
6. A farmer has 17 sheep. All but 9 of them die. How many sheep are left?
7. A butcher in the market is 172cm tall. What does he weigh?
8. How many 2-cent stamps are there in a dozen?
9. What was the Prime Minister's name in 1985?

Answers

1. Yes. It comes right before the 2nd.
2. One. You can only be born once.
3. Twelve. All of them have a least 28 days.
4. No. He must be dead if it is his widow.
5. One hour. If you take the first pill at 1:00, the second at 1:30, and the third at 2:00.
6. Nine. As I said, all but nine die.
7. Meat. That is self-explanatory.
8. Twelve. How many eggs are in a dozen? Twelve. It's a dozen.
9. Mark Carney. As far as I know, he hasn't changed his name since 1985.

Thought speed is faster than speaking, which hinders effective listening. Listening strategies include focussing on the speaker, mentally summarizing what they're saying in your own words, and being patient.