

After reading Chapter 6, complete Self-Assessment 6-1 on page 188 and respond to the following prompts:

How did you score on the Listening Skills assessment? State your plan for improving your listening skills.

I scored a 45, which is right in the middle between poor and good listener. My results are not necessarily the worst, but there is room for improvement. I have noticed that I listen better when I have eye contact with whomever I am talking to, so I would continue and try to be better at having eye contact with clients to improve my listening skills. I also have noticed that it would be easier if I take notes with who I am having a conversation with. Another plan I could do to become a better listener is to put all the distractions that I may have around me away or on do not disturb mode, so nothing is bothering me.

How do you assess someone's listening, feedback, critiquing, coaching, and conflict management skills?

When I am assessing someone's skills, I tend to take note of what they are doing whether that is with a pen and paper or a mental note, or on a post-it note. Usually when conflict arises, I feel embarrassed because I do not like to create mistakes. When it comes to coaching, I like to hear everybody out before making a decision. I am sure that I use direct quotation when I am assessing someone else's way of feedback and critiquing, so that the source is reliable and credible.

How do you assess your own listening, feedback, critiquing, coaching, and conflict management skills?

I assess listening, feedback, critiquing, coaching, and conflict management by doing self-assessments. Doing self-assessments have really been eye-opening to see my results from the scenarios since it truly has me to think. I also assess by being open-minded when it comes to others critiquing my own listening and feedback. I definitely feel like I could make improvements with my listening and feedback. I have to realize that I am not the only one with my lens, but there are other lenses looking in, as well.

How do you best receive feedback, critiques, and coaching?

I receive feedback back when it is positive. I am trying to become better about receiving criticism, because usually I do not like to hear the negatives of situations but reality speaking there are negatives. It also depends on the language and tone for how I feel is best in terms of feedback and critique. For example, if the language and tone is rude then I will not receive feedback and criticism okay and not listen. In terms of coaching, I would like it when people are nice, understanding, and open-minded with me. I would also like it when someone is able to trust me and can set realistic goals and expectations of me when they are coaching me.

How might this awareness impact your career as a social worker?

This is going to help me because I know I have to grow as an individual and as a listener. I knew that I did not have the best listening skills, which my results showed that I scored in the middle. This gives me awareness that I do need to do a better job with listening. My results also showed that listening is a viable skill I have to improve on to use in my social work career to become successful.