

## Questionnaire for Listening Skills

Course: MBA (Finance) Semester: II

This activity was designed to bring awareness to an often-overlooked but critical skill in business communication: listening. While speaking, presenting, and writing receive ample attention in management education, active and empathetic listening is foundational to effective leadership, conflict resolution, negotiation, and team collaboration — all essential in financial services and client-facing roles.

The activity was structured around a self-assessment questionnaire that helped students evaluate their own listening habits, barriers to effective listening, and the psychological and behavioral patterns that affect how they receive and process information. The activity aligned with course outcomes focused on self-awareness, interpersonal effectiveness, and reflective thinking.

Each student completed a Listening Skills Questionnaire where they rated themselves on a Likert scale and calculated their scores in different listening categories. After completing the assessment, they reflected individually on the results and then discussed in pairs.

Many students realized that they often “hear to reply” rather than “listen to understand.” Some admitted to multitasking or mentally rehearsing responses while someone else was speaking, a habit that reduces comprehension and connection.