



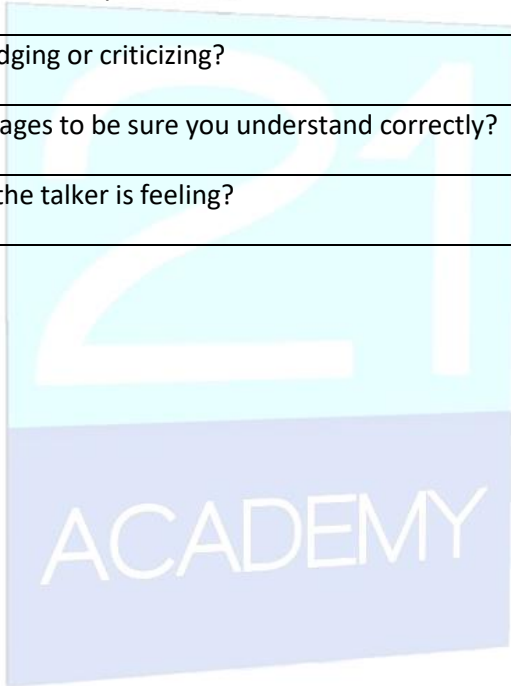
Listening Skills Self-Assessment

To help you start to be more aware of your listening habits, complete the following listening self-evaluation. It will give you an idea of which listening habits you can be happy about and which ones you might want to reshape. Answer each question thoughtfully.

Put an X in the appropriate column.		Most of the time	Frequently	Occasionally	Almost never
1.	Tune out people who say something you don't agree with or don't want to hear?				
2.	Concentration on what is being said even if you are not really interested?				
3.	Assume you know what the talker is going to say and stop listening?				
4.	Repeat in your own words what the talker has just said?				
5.	Listen to the other person's viewpoint even if it differs from yours?				
6.	Learn something from each person you meet, even if it is ever so slight?				
7.	Find out what words mean when they are used in ways not familiar to you?				
8.	Form a rebuttal in your head while the speaker is talking?				
9.	Give the appearance of listening when you aren't?				
10.	Daydream while the speaker is talking?				
11.	Listen to the whole message - what the talker is saying verbally and nonverbally?				
12.	Recognize that words don't mean exactly the same thing to different people?				
13.	Listen to only what you want to hear, blotting out the talker's whole message?				
14.	Look at the person who is talking?				
15.	Concentrate on the talker's meaning rather than how he or she looks?				
16.	Know which words and phrases you respond to emotionally?				
17.	Think about what you want to accomplish with your communication?				
18.	Plan the best time to say what you want to say?				
19.	Think about how the other person might react to what you say?				
20.	Consider the best way to make your communication (written, spoken, phone, bulletin board, memo, etc.) work?				
21.	Think about what kind of person you're talking to (worried, hostile, disinterested, rushed, shy, stubborn, impatient, etc.)?				

(Figure 1 continued)

		Most of the time	Frequently	Occasionally	Almost never
	Put an X in the appropriate column.				
22.	Interrupt the talker while he or she is still talking?				
23.	Think, "I assumed he or she would know that"?				
24.	Allow the talker to vent negative feelings toward you without becoming defensive?				
25.	Practice regularly to increase your listening efficiency?				
26.	Take notes when necessary to help you to remember?				
27.	Hear noises without being distracted by them?				
28.	Listen to the talker without judging or criticizing?				
29.	Restate instructions and messages to be sure you understand correctly?				
30.	Paraphrase what you believe the talker is feeling?				



Scoring Index: Listening Skills Self-Assessment

Circle the number that matches the time frame (most of the time, frequently, etc.) you check on each of the 30 items on the self- evaluation.

Example: *If you put an X under "frequently" for number 1, you would circle 2 in the "frequently" column.*
Then, add the circled scores in each of the columns. Now, write the scores of each column in the lines under each time frame category.

	Most of the Time	Frequently	Occasionally	Almost Never		Most of the Time	Frequently	Occasionally	Almost Never
1	1	2	3	4	16	4	3	2	1
2	4	3	2	1	17	4	3	2	1
3	1	2	3	4	18	4	3	2	1
4	4	3	2	1	19	4	3	2	1
5	4	3	2	1	20	4	3	2	1
6	4	3	2	1	21	4	3	2	1
7	4	3	2	1	22	1	2	3	4
8	1	2	3	4	23	1	2	3	4
9	1	2	3	4	24	4	3	2	1
10	1	2	3	4	25	4	3	2	1
11	4	3	2	1	26	4	3	2	1
12	4	3	2	1	27	4	3	2	1
13	1	2	3	4	28	4	3	2	1
14	4	3	2	1	29	4	3	2	1
15	4	3	2	1	30	4	3	2	1
Totals	_____	_____	_____	_____	Totals	_____	_____	_____	_____

Total of items circled in each column:

	Most of the Time	Frequently	Occasionally	Almost Never	Total				
Grand Totals	_____	+	_____	+	_____	+	_____	=	_____

Scoring

110-120	Superior	_____
99-109	Above Average	_____
88-98	Average	_____
77-87	Fair	_____

Figure 2 Assessment of Listening Qualities - Action Plan Sample

Listening Qualities, I Have I am expert at observing body language.	How I Know I focus on maintaining eye contact when people speak to me and recognize when their words do not match their tone of voice and facial expressions
Listening Qualities, I Want to Develop I want to get better at listening completely without planning what I'm going to say while waiting for the speaker to finish	

Figure 3 Assessment of Listening Qualities – Action Plan

Listening Qualities, I Have	How I Know
Listening Qualities, I Want to Develop	

ACADEMY

Madelyn Burley-Allen, in Coaching Conversations: Transforming Your School One Conversation at a Time; Cheliotas and Reilly, 2010.