

To evaluate your listening skills, answer the questions below. Your response will not be shared with anyone unless you choose to share it. Be as objective as possible.

#		Almost Always	Usually	Seldom	Never
1	Do you let people finish what they are trying to say before you speak?	4	3	2	1
2	If the person hesitates, do you try to encourage him/her rather than starting to reply?	4	3	2	1
3	Can you listen fully even though you think you know what he/she is about to say?	4	3	2	1
4	Can you listen non-judgmentally even if you don't like or disagree with the person whose talking?	4	3	2	1
5	Do you stop what you're doing and give full attention when listening?	4	3	2	1
6	Do you give the person appropriate eye contact, head nod, and non-verbals to indicate that you're listening?	4	3	2	1
7	Do you listen fully regardless of the speaker's manner of speaking?	4	3	2	1
8	Do you question the person to clarify his/her ideas more fully?	4	3	2	1

Add up the circled numbers to get your score and see how you're doing.

SCORE

Self-Assessment Scoring

Range	Explanation
29-32	Outstanding; truly attentive, trying to listen. Probably have the reputation of being a good listener.
24-28	Very good; with some effort, you could move into the upper range. Probably need more effort put into attention and judgment evaluation.
19-23	Need some work. Identify your lowest self-ratings and ask why you see yourself that way. Does it interfere with your job? What would the payoff be if you could improve?
18 or below	Most of all, ask yourself; was I really serious about this assessment? If you were, then examine your behavior. How are your communications with others? How could it improve/what would you gain if you could answer each question more positively?

Action Plan

What steps will you take to improve your listening skills?

By when?

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