

Listening Skills Self-Assessment

Directions: Select the response that best describes the frequency of your actual behavior. Place the letters A, U, F, O, or S on the line before each of the 15 statements.

Almost Always	Usually	Frequently	Occasionally	Seldom
A	U	F	O	S

- _____ 1. I like to listen to people talk. I encourage them to talk by showing interest, by smiling and nodding, etc.
- _____ 2. I pay close attention to speakers who are more interesting or similar to me.
- _____ 3. I evaluate the speakers' words and nonverbal communication ability as they talk.
- _____ 4. I avoid distractions; if it is noisy, I suggest we move to a quiet spot, etc.
- _____ 5. When people interrupt me to talk, I put what I was doing out of sight and mind and give them my complete attention.
- _____ 6. When people are talking, I allow them to finish. I do not interrupt, anticipate what they are going to say, or jump to conclusions.
- _____ 7. I tune people out who do not agree with my views.
- _____ 8. While the other person is talking, my mind wanders.
- _____ 9. While the other person is talking, I pay close attention to the nonverbal communications to help me fully understand what the sender is trying to get across.
- _____ 10. I tune out and pretend I understand when the topic is difficult.
- _____ 11. When the other person is talking, I think about what I am going to say.
- _____ 12. When I feel there is something missing or contradictory, I ask direction questions to get the person to explain the idea more fully.
- _____ 13. When I don't understand something, I let the speaker know.
- _____ 14. When listening to other people, I try to put myself in their place and see things from their perspective.
- _____ 15. During conversations I repeat back to the speaker what has been said in my own words (paraphrase) to be sure I understand correctly what has been said.

To determine your score, give yourself the allotted number of points for each response (as listed below). For example, if you answered statement 4 with an F, place a 3 on the line next to your response letter.

For statements 1, 4, 5, 6, 9, 12, 13, 14, and 15, score as follows:

- A = 5 Points
- U = 4 Points
- F = 3 Points
- O = 2 Points
- S = 1 Point

TOTAL POINTS: _____

For statements 2, 3, 7, 8, 10, and 11, score as follows:

- S = 5 Points
- O = 4 Points
- F = 3 Points
- U = 2 Points
- A = 1 Point

TOTAL POINTS: _____

Now add up all of your total points. Your score should be between 15 and 75. Place your score here _____ and on the continuum below. The higher your score, the better listener you are.

Poor Listener 15.....25.....35.....45.....55..... 65.....75 *Good Listener*