

## Listening Self-Awareness Assessment

Circle the appropriate number for each question asked. Enter your totals at the bottom of the page.

Communicating Knowledge and Attitudes	Most of the Time	Frequently	Occasionally	Almost Never
<b>DO YOU:</b>				
1. Tune out people who say something you don't agree with or don't want to hear?	1	2	3	4
2. Assume you know what the speaker is going to say and stop listening?	1	2	3	4
3. Form a rebuttal in your head while the speaker is talking?	1	2	3	4
4. Give the appearance of listening when you aren't?	1	2	3	4
5. Daydream while the speaker is talking?	1	2	3	4
6. Listen to only what you want to hear, blotting out the speaker's whole message?	1	2	3	4
7. Think, "I assumed he or she would know that?"	1	2	3	4
8. Concentrate on what is being said even if you are not really interested?	4	3	2	1
9. Repeat in your own words what the speaker has just said?	4	3	2	1
10. Listen to the other person's viewpoint, even if it differs from yours?	4	3	2	1
11. Learn something from each person you meet, even if it is ever so slight?	4	3	2	1
<b>TOTALS:</b>	_____	_____	_____	_____

Communicating Knowledge and Attitudes	Most of the Time	Frequently	Occasionally	Almost Never
DO YOU:				
12. Find out what words mean when they are used in ways not familiar to you?	4	3	2	1
13. Listen for main ideas, not just facts?	4	3	2	1
14. Recognize that the same words can mean different things to different people?	4	3	2	1
15. Look at the person who is speaking?	4	3	2	1
16. Concentrate on the speaker's meaning rather than how he or she looks?	4	3	2	1
17. Know which words and phrases you respond to emotionally?	4	3	2	1
18. Think about what you want to accomplish with your communication?	4	3	2	1
19. Plan the best time to say what you want to say?	4	3	2	1
20. Think about how the other person might react to what you say?	4	3	2	1
21. Consider the best way to make your communication (written, spoken, phone, bulletin board, e-mail, etc.) work?	4	3	2	1
TOTALS:	_____	_____	_____	_____

Communicating Knowledge and Attitudes	Most of the Time	Frequently	Occasionally	Almost Never
DO YOU:				
22. Think about what kind of person you're talking to (worried, hostile, disinterested, rushed, shy, stubborn, impatient, etc.?)	4	3	2	1
23. Feel that you usually "get through to" the other person?	4	3	2	1
24. Allow the speaker to vent negative feelings toward you without becoming defensive?	4	3	2	1
25. Make a conscious effort to increase your listening efficiency?	4	3	2	1
26. Take notes when necessary to help you to remember?	4	3	2	1
27. Hear sounds without being distracted by them?	4	3	2	1
28. Listen to the speaker without judging or criticizing?	4	3	2	1
29. Restate instructions and messages to be sure you understand correctly?	4	3	2	1
30. Come in with a statement about what you believe the speaker is feeling?	4	3	2	1
TOTALS:	_____	_____	_____	_____

Total number of items circled in each column:

Most of the Time		Frequently		Occasionally		Almost Never		Total
_____	+	_____	+	_____	+	_____	+	_____
<p style="text-align: right;">Scoring: 110-120 Superior  99-109 Above Average  88-98 Average  77-87 Fair</p>								

Adapted from *Listening: The Forgotten Skill*, by Madelyn Burley-Allen, John Wiley & Sons, Inc., 1982, pp. 12-15.

Your overall score is a good indicator of your listening skills. It may suggest that you generally need improvement or you're doing well. Even if you scored high, you may want to review your responses. On what questions did you score the lowest? These are the behaviors you probably want to modify.

## LISTENING EFFECTIVELY

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*Nature has given us one tongue, but two ears, that we may hear from others twice as much as we speak. – Epictetus*

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Effective listening is more than just hearing. It involves:

- Receiving the complete message (that is, taking in both the spoken words and the nonverbal information that is “between the lines”.)
- Interpreting the message (Which leads to understanding or misunderstanding)
- Evaluating the message (weighing the information and deciding how to use it); and
- Responding to the message (based on what we heard/saw, understood, and evaluated)

To listen effectively, there are three essential skills that you must practice and refine:

- Attending
- Listening for facts
- Listening for feelings

Taken together, these skills make up what is often called “active” listening. This term is appropriate, since listening effectively is an active, not a passive process. This may sound like a strange concept, but it is true: a skilled listener does not just sit there and allow listening to happen. The process demands concentration, energy, and discipline.

Let’s look at the skills involved one at a time.