

Are you listening?



The following questionnaire will give you an idea of which listening habit you have. Some you may wish to reshape and others you will want to keep.

Answer each question thoughtfully and put an X in the appropriate column.

| Communicating knowledge and attitudes | Most of the time | Frequently | Occasionally | Almost Never |
|--|-------------------------|-------------------|---------------------|---------------------|
| Do you: | | | | |
| 1. Tune out people who say something you don't agree with or don't want to hear? | | | | |
| 2. Concentrate on what is being said, even if you are not really interested? | | | | |
| 3. Assume you know what the speaker is going to say and stop listening? | | | | |
| 4. Repeat in your own words what the speaker 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 slight? | | | | |
| 7. Find out what words mean when they are not familiar to you? | | | | |
| 8. Form a rebuttal in your head while the speaker is talking? | | | | |
| 9. Give the appearance of being an effective listener when you're not listening to a word that's being said? | | | | |
| 10. Daydream while the speaker is talking? | | | | |
| 11. Listen for main ideas, not just facts? | | | | |
| 12. Recognise that words don't mean exactly the | | | | |

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| same thing to different people? | | | | |
|--|-------------------------|-------------------|---------------------|---------------------|
| Communicating knowledge and attitudes | Most of the time | Frequently | Occasionally | Almost Never |
| 13. Listen only to what you want to hear, blotting out the rest of the speaker's message? | | | | |
| 14. Look at the person who is speaking? | | | | |
| 15. Concentrate on the speaker's meaning rather than how he or she looks? | | | | |
| 16. Know which words and phrases tend to make you emotional? | | | | |
| 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 (written, spoken, phone, bulletin board, memo, etc.) to make your communication work? | | | | |
| 21. Think about what kind of person you're talking to (worried, hostile, disinterested, rushed, shy, stubborn, impatient, etc.)? | | | | |
| 22. Feel that you usually "get through to" the other person? | | | | |
| 23. Think, "I assume he or she would know that"? | | | | |
| 24. Allow the speaker to vent negative feelings | | | | |

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| toward you without becoming defensive? | | | | |
|---|-------------------------|-------------------|---------------------|---------------------|
| Communicating knowledge and attitudes | Most of the time | Frequently | Occasionally | Almost Never |
| 25. Practice regularly to increase your listening efficiency? | | | | |
| 26. Take notes when necessary to help you remember? | | | | |
| 27. Hear sounds without being distracted by them? | | | | |
| 28. Listen to the speaker without judging or criticising? | | | | |
| 29. Restate instructions and messages to be sure you understand correctly? | | | | |
| 30. Come in with a statement about what you believe the speaker is feeling? | | | | |
| 31. Think about what your answer is going to be while the speaker is still talking? | | | | |
| 32. Cut across the speaker's sentence before they have finished? | | | | |

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ANSWERS

To score this exercise, circle the number that represents the category you checked on each item of the self-evaluation. Add the circled numbers together to obtain your total score.

| | Most of the time | Frequently | Occasionally | Almost Never |
|----|------------------|------------|--------------|--------------|
| 1 | 1 | 2 | 3 | 4 |
| 2 | 4 | 3 | 2 | 1 |
| 3 | 1 | 2 | 3 | 4 |
| 4 | 4 | 3 | 2 | 1 |
| 5 | 4 | 3 | 2 | 1 |
| 6 | 4 | 3 | 2 | 1 |
| 7 | 4 | 3 | 2 | 1 |
| 8 | 1 | 2 | 3 | 4 |
| 9 | 1 | 2 | 3 | 4 |
| 10 | 1 | 2 | 3 | 4 |
| 11 | 4 | 3 | 2 | 1 |
| 12 | 4 | 3 | 2 | 1 |
| 13 | 1 | 2 | 3 | 4 |
| 14 | 4 | 3 | 2 | 1 |
| 15 | 4 | 3 | 2 | 1 |
| 16 | 4 | 3 | 2 | 1 |
| 17 | 4 | 3 | 2 | 1 |
| 18 | 4 | 3 | 2 | 1 |
| 19 | 4 | 3 | 2 | 1 |
| 20 | 4 | 3 | 2 | 1 |
| 21 | 4 | 3 | 2 | 1 |
| 22 | 4 | 3 | 2 | 1 |
| 23 | 1 | 2 | 3 | 4 |
| 24 | 4 | 3 | 2 | 1 |
| 25 | 4 | 3 | 2 | 1 |
| 26 | 4 | 3 | 2 | 1 |
| 27 | 4 | 3 | 2 | 1 |
| 28 | 4 | 3 | 2 | 1 |
| 29 | 4 | 3 | 2 | 1 |
| 30 | 4 | 3 | 2 | 1 |
| 31 | 1 | 2 | 3 | 4 |
| 32 | 1 | 2 | 3 | 4 |

Scoring:

- 111 – 128 Superior
- 93 – 110 Above Average
- 75 -92 Average
- 57 – 74 Fair
- <-- 57 Poor

| |
|---------------|
| Total score = |
|---------------|

Re-examine your responses. On what questions did you score the lowest?

Which of these behaviours do you want to modify or reshape?

What will you do differently after today?