

MODULE 10

Your Skills as a Listener

How well do you listen?

# Directions

Listed below are 15 statements that relate to one’s ability to listen to others. Rate each item by placing a check in the appropriate box. Try to be as candid as you can in making your rating.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. | Do I listen for feelings attitudes, perceptions, and values as well as for facts? | | | | |
|  | 🞎 Never | 🞎 Seldom | 🞎 Occasionally | 🞎 Frequently | 🞎 Always |
| 2. | Do I try to listen for what is **NOT** said? | | | | |
|  | 🞎 Never | 🞎 Seldom | 🞎 Occasionally | 🞎 Frequently | 🞎 Always |
| 3. | Do I avoid interrupting the person who is speaking to me? | | | | |
|  | 🞎 Never | 🞎 Seldom | 🞎 Occasionally | 🞎 Frequently | 🞎 Always |
| 4. | Do I actually pay attention to who is speaking as opposed to “pretending” attention? | | | | |
|  | 🞎 Never | 🞎 Seldom | 🞎 Occasionally | 🞎 Frequently | 🞎 Always |
| 5. | Do I refrain from “tuning people out” because I don’t like them, disagree with them, find them dull, etc.? | | | | |
|  | 🞎 Never | 🞎 Seldom | 🞎 Occasionally | 🞎 Frequently | 🞎 Always |
| 6. | Do I work hard to avoid being distracted from what is said by the speaker’s style, mannerisms, clothing, voice quality, pace, etc.? | | | | |
|  | 🞎 Never | 🞎 Seldom | 🞎 Occasionally | 🞎 Frequently | 🞎 Always |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 7. | Do I make certain that a person’s status has no bearing on how well I listen to him or her speak? | | | | |
|  | 🞎 Never | 🞎 Seldom | 🞎 Occasionally | 🞎 Frequently | 🞎 Always |
| 8. | Do I avoid letting my expectations – hearing what I want to hear- determine or influence my listening behavior? | | | | |
|  | 🞎 Never | 🞎 Seldom | 🞎 Occasionally | 🞎 Frequently | 🞎 Always |
| 9. | Do I try to read the nonverbals the speaker presents – voice inflections, gestures, mood, posture, eye contact, facial expressions etc. | | | | |
|  | 🞎 Never | 🞎 Seldom | 🞎 Occasionally | 🞎 Frequently | 🞎 Always |
| 10. | Do I work hard at overcoming distractions (sounds, noises, movement, outside scenes, etc.) that may interfere with good listening? | | | | |
|  | 🞎 Never | 🞎 Seldom | 🞎 Occasionally | 🞎 Frequently | 🞎 Always |
| 11. | Do I tend to “stay with” speakers who may be hard to follow – those who are slow in their speech or whose ideas are poorly organized or who tend to repeat themselves? | | | | |
|  | 🞎 Never | 🞎 Seldom | 🞎 Occasionally | 🞎 Frequently | 🞎 Always |
| 12. | As a listener, do I use nonverbal communication (eye contact, smiles, occasional head nods, etc.) to indicate that I wish to hear more? | | | | |
|  | 🞎 Never | 🞎 Seldom | 🞎 Occasionally | 🞎 Frequently | 🞎 Always |
| 13. | Do I tend to restate or rephrase the other person’s statements when necessary so that he or she will know that I understood? | | | | |
|  | 🞎 Never | 🞎 Seldom | 🞎 Occasionally | 🞎 Frequently | 🞎 Always |
| 14. | If I have not understood, do I candidate admit this or ask for a restatement or clarification? | | | | |
|  | 🞎 Never | 🞎 Seldom | 🞎 Occasionally | 🞎 Frequently | 🞎 Always |
| 15. | Do I avoid framing my response to what is being said while the other person is still speaking? Framing means thinking of what I want to say while the other person is speaking. | | | | |
|  | 🞎 Never | 🞎 Seldom | 🞎 Occasionally | 🞎 Frequently | 🞎 Always |

**Scoring**

When you have rated all the items, count the number of “frequently” or “always” answers you had. This will give you a profile of your current capabilities as a listener. Obviously, the higher the percentage of answers in these categories, the more capable listener you are.