

LISTENING SELF EVALUATION

1 indicates almost always (91-100% of the time).

2 indicates usually (71-90% of the time).

3 indicates sometimes (31-79% of the time).

4 indicates seldom (11-30% of the time).

5 indicates almost never (0-10% of the time).

1. When someone has just told me a dramatic or humorous story about herself or himself, I say, "That's nothing, let me tell you what happened to me."

Almost Always	Usually	Sometimes	Seldom	Almost Never
1	2	3	4	5

2. I let a lack of organization get in the way of my listening.

Almost Always	Usually	Sometimes	Seldom	Almost Never
1	2	3	4	5

3. I interrupt if I have something to say.

Almost Always	Usually	Sometimes	Seldom	Almost Never
1	2	3	4	5

4. When someone is telling me a story or making a point about something, as soon as I realize what he or she is driving at I let my mind wander until it's my turn to talk since I know what is going to be said.

Almost Always	Usually	Sometimes	Seldom	Almost Never
1	2	3	4	5

5. When someone says something that I believe I know what they mean but I'm not really sure, I fail to ask for clarification or repeat what I believe they have said before I speak.

Almost Always	Usually	Sometimes	Seldom	Almost Never
1	2	3	4	5

6. I give little verbal or nonverbal feedback to the other person.

Almost Always	Usually	Sometimes	Seldom	Almost Never
1	2	3	4	5

7. I pay attention only to the words and ignore the pitch and tone being used.

Almost Always	Usually	Sometimes	Seldom	Almost Never
1	2	3	4	5

8. I let emotionally charged words make me angry and therefore block me from really listening.

Almost Always	Usually	Sometimes	Seldom	Almost Never
1	2	3	4	5

9. If I consider the subject boring, I stop paying attention.

Almost Always	Usually	Sometimes	Seldom	Almost Never
1	2	3	4	5

10. I criticize the other person's delivery or mannerisms.

Almost Always	Usually	Sometimes	Seldom	Almost Never
1	2	3	4	5

11. I let distractions interfere with my concentration.

Almost Always	Usually	Sometimes	Seldom	Almost Never
1	2	3	4	5

12. When someone is explaining something technical or complicated, I act as if I am following what she or he says, even if I am not, so I won't look or sound stupid.

Almost Always	Usually	Sometimes	Seldom	Almost Never
1	2	3	4	5

13. I do not recognize when I am too upset or tired to listen.

Almost Always	Usually	Sometimes	Seldom	Almost Never
1	2	3	4	5

14. I try to give advice when someone is telling me his or her problem.

Almost Always	Usually	Sometimes	Seldom	Almost Never
1	2	3	4	5

15. When someone is communicating feelings, I try to get them out of their feelings rather than help them clarify what they are experiencing.

Almost Always	Usually	Sometimes	Seldom	Almost Never
1	2	3	4	5

16. I am what could be classified a "polite" listener rather than what would be called a "congruent" listener - someone who listens deeply to the whole person and whole message.

Almost Always	Usually	Sometimes	Seldom	Almost Never
1	2	3	4	5

17. When I hear something I disagree with, I stop listening and begin formulating in my head what I want to say to refute what the other person has said or I stop listening because I am judging what the other person has just said.

Almost Always	Usually	Sometimes	Seldom	Almost Never
1	2	3	4	5

This survey is based upon skills needed to be a good listener. Add the numbers you assigned to the 17 items. This is your total Listening Self Evaluation score. The average score is 61. By itself, your total score is less important than your responses to the individual items. Items on which you rated yourself 1, 2, or 3 indicate areas in which you need to improve. Bear in mind that people are often unaware of their true listening behaviors and your answers may not reflect how you really behave.

You can double check your answers by having some with whom you interact regularly fill out the form reflecting on your behavior - not his or her own.

(Connecting, Berko,R., Rosenfeld, L. & Samovar, L. (1997) *Connecting: A Culture Sensitive Approach to Interpersonal Communication Competency*. Harcourt Brace College Publishers.)