

your both

Name \_\_\_\_\_ Date \_\_\_\_\_

# Are You an Active Listener?

**Purpose:** To assess your active listening skills and establish goals for improvement.

**Instructions:**

- i. Before responding to the statements below, make a copy and have a person with whom you talk regularly answer these questions about you.
- ii. 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, and so on.
- \_\_\_\_\_ 2. I pay closer attention to speakers who are more interesting or similar to me.
- \_\_\_\_\_ 3. I evaluate the speaker's words and nonverbal communication ability as they talk.
- \_\_\_\_\_ 4. I avoid distractions; if it is too noisy, I suggest moving to a quiet spot, turning off the TV, and so on.
- \_\_\_\_\_ 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 time 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 or the professor is lecturing, my mind wanders to personal topics.
- \_\_\_\_\_ 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 in reply.
- \_\_\_\_\_ 12. When I feel there is something missing or contradictory, I ask direct questions to get the person to explain the idea more fully.
- \_\_\_\_\_ 13. When I do not understand something, I let the sender know.
- \_\_\_\_\_ 14. When listening to other people, I try to put myself in their position and see things from their perspective.
- \_\_\_\_\_ 15. During conversations I repeat back to the sender what has been said in my own words (paraphrase) to be sure I understand correctly what has been said.

**Key for Scoring:** For items 1, 4, 5, 6, 9, 12, 13, 14, and 15, give yourself: 5 points for each A, 4 for each U, 3 for each O, and 1 for each S statement. Place the numbers on the line to your response letter. For items 2, 3, 7, 10, and 11 the score reverses: 5 points for each S, 4 for each O, 3 for each F, 2 for each U and 1 for each A. Place these score numbers on the lines next to the response letters. Now add your total number of points. Your score should be between 15 and 75. Place your score here \_\_\_\_\_ and on the continuum below.

Your Listener 15 \_\_\_\_\_ 25 \_\_\_\_\_ 35 \_\_\_\_\_ 45 \_\_\_\_\_ 55 \_\_\_\_\_ 65 \_\_\_\_\_ 75 \_\_\_\_\_ Good Listener

Generally, the higher your score, the better your listening skills.

**Note:** To improve active listening, items 1, 4, 5, 6, 9, 12, 13, 14, and 15 should be implemented, whereas items 2, 3, 10, and 11 should be avoided.

(continued)

## **Discussion**

1. Explain how you did on the items to be implemented for improved active listening.
2. Explain how you did on the items to be avoided for improved active listening.
3. How did your perception of your listening skills compare to those of the individual who rated you? Do you agree or disagree?
4. After comparing your perception of your listening skills with those of the individual who rated you, in what areas do you feel you could improve to become a more effective active listener?