

## LISTENING SURVEY

Question		Rarely	Sometimes	Often	Very often
1	To be more productive, I respond to emails and instant messages while I'm speaking to people on the phone	4	3	2	1
2	I repeat points back during a conversation to clarify my understanding of what the other person is saying	1	2	3	4
3	When people speak to me about sensitive subjects, I try to put them at ease	1	2	3	4
4	I feel uncomfortable with silence during conversations	4	3	2	1
5	As I listen, I compare the other person's viewpoint with my own	4	3	2	1
6	To get people to elaborate on their point, I ask open questions – What, when, why, how etc.	1	2	3	4
7	When someone is speaking to me, I nod and say things like "OK" and "uh-huh" occasionally	1	2	3	4
8	I play "devil's advocate" to prompt responses from the other person	4	3	2	1
9	I catch myself asking leading questions to encourage the other person to agree with my viewpoint	4	3	2	1
10	I interrupt people so that I can check that they agree with my point of view	4	3	2	1
11	When people speak to me, I stay completely still so that I don't distract them	1	2	3	4
12	I try to read the other person's body language as I listen	1	2	3	4
13	If the other person is struggling to explain something, I jump in with my own suggestions	4	3	2	1
14	If I'm busy, I let others talk to me if they're quick	4	3	2	1
15	When I listen, I often try to anticipate what the person is going to say next	4	3	2	1
TOTAL					

### **14 to 29 – Poor Listener**

You need to improve your listening skills. The people around you probably feel that you don't pay attention to them when they talk to you, and they may feel that you don't understand them. It may be that you are not listening because you are listening from habit or you are listening selectively for information that supports your point of view. Use active listening techniques so that you give people your full attention, and so that you can understand the nonverbal elements of their message.

### **30 to 39 – OK Listener**

Your listening skills are OK, but you can improve them further by interrupting less, checking and summarising that you understand what people are saying to you and creating an environment where people feel that you are paying attention to what they are saying. When you need to listen, make sure that you're prepared, and ensure that things in your environment will not distract you. Also, do what you can to put people at ease.

### **40 to 49 – Good Listener**

You have good listening skills. People know that they can approach you if they need someone to listen and they trust that you'll give them your full attention. They also know that you'll give them space to talk freely, without interrupting or talking too much about yourself. You not only "hear" what's being said, but you listen to the whole message as well. Because of this, you help others express themselves fully.

### **50 to 60 – Empathic Listener**

You take good listening skills to the next level. You are not afraid of silence and you use questions to try to put yourself in the 'other person's shoes'.