

Listening 360 Assessment Questions

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Concentrating

To what extent do these statements affect your concentration while listening?

1. I avoid letting noises, odors, and visual distractions take my attention from what someone is saying to me.

<input type="checkbox"/>	None	<input type="checkbox"/>	Very Little	<input type="checkbox"/>	Some	<input type="checkbox"/>	Considerable	<input type="checkbox"/>	Great	<input type="checkbox"/>	Very Great
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2. I address internal distractions (boredom, daydreaming, physical discomfort) in order to pay full attention to the speaker.

<input type="checkbox"/>	None	<input type="checkbox"/>	Very Little	<input type="checkbox"/>	Some	<input type="checkbox"/>	Considerable	<input type="checkbox"/>	Great	<input type="checkbox"/>	Very Great
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3. I temporarily set my concerns aside so that I can focus during conversations.

<input type="checkbox"/>	None	<input type="checkbox"/>	Very Little	<input type="checkbox"/>	Some	<input type="checkbox"/>	Considerable	<input type="checkbox"/>	Great	<input type="checkbox"/>	Very Great
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4. I actively create a receptive listening environment - a place that has few distractions - when it is necessary that I focus my full attention on listening.

<input type="checkbox"/>	None	<input type="checkbox"/>	Very Little	<input type="checkbox"/>	Some	<input type="checkbox"/>	Considerable	<input type="checkbox"/>	Great	<input type="checkbox"/>	Very Great
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Acknowledging

To what extent do you agree with these statements regarding acknowledging the speaker?

5. I acknowledge the speaker with phrases such as "I understand," "I see," "hmm," "yes," "really," and "tell me more."

<input type="checkbox"/>	None	<input type="checkbox"/>	Very Little	<input type="checkbox"/>	Some	<input type="checkbox"/>	Considerable	<input type="checkbox"/>	Great	<input type="checkbox"/>	Very Great
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6. I hold my comments until there is a natural pause in the conversation; I don't interrupt, even when my comments have direct relevance to what the speaker is saying at the moment.

<input type="checkbox"/>	None	<input type="checkbox"/>	Very Little	<input type="checkbox"/>	Some	<input type="checkbox"/>	Considerable	<input type="checkbox"/>	Great	<input type="checkbox"/>	Very Great
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7. I use acknowledging gestures such as smiling, nodding, appropriate facial expressions, and body language when listening.

<input type="checkbox"/>	None	<input type="checkbox"/>	Very Little	<input type="checkbox"/>	Some	<input type="checkbox"/>	Considerable	<input type="checkbox"/>	Great	<input type="checkbox"/>	Very Great
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8. I demonstrate to others that I am listening by maintaining a level of eye contact that is comfortable to the speaker.

<input type="checkbox"/>	None	<input type="checkbox"/>	Very Little	<input type="checkbox"/>	Some	<input type="checkbox"/>	Considerable	<input type="checkbox"/>	Great	<input type="checkbox"/>	Very Great
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Researching & Responding

To what extent do you agree with these statements regarding responding to the speaker?

9. I ask open-ended questions like, "Tell me more about that," "Can you give me an example?," or "Then what?"

<input type="checkbox"/>	None	<input type="checkbox"/>	Very Little	<input type="checkbox"/>	Some	<input type="checkbox"/>	Considerable	<input type="checkbox"/>	Great	<input type="checkbox"/>	Very Great
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10. I attempt to clarify what I don't understand during a conversation.

<input type="checkbox"/>	None	<input type="checkbox"/>	Very Little	<input type="checkbox"/>	Some	<input type="checkbox"/>	Considerable	<input type="checkbox"/>	Great	<input type="checkbox"/>	Very Great
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11. I give the person I am speaking with appropriate feedback during a conversation. I paraphrase, mirror, reflect, or restate the speaker's message.

<input type="checkbox"/>	None	<input type="checkbox"/>	Very Little	<input type="checkbox"/>	Some	<input type="checkbox"/>	Considerable	<input type="checkbox"/>	Great	<input type="checkbox"/>	Very Great
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12. I occasionally confirm my understanding of key points by restating them and asking if I have summarized correctly.

<input type="checkbox"/>	None	<input type="checkbox"/>	Very Little	<input type="checkbox"/>	Some	<input type="checkbox"/>	Considerable	<input type="checkbox"/>	Great	<input type="checkbox"/>	Very Great
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Exercising Emotional Control

To what extent do you agree with these statements regarding exercising emotional control during a conversation.

13. I listen to everything a person has to say without jumping to conclusions.

<input type="checkbox"/>	None	<input type="checkbox"/>	Very Little	<input type="checkbox"/>	Some	<input type="checkbox"/>	Considerable	<input type="checkbox"/>	Great	<input type="checkbox"/>	Very Great
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14. I avoid pre-judging a speaker's message based on things such as accent, clothing, hair style, or other idiosyncrasies.

<input type="checkbox"/>	None	<input type="checkbox"/>	Very Little	<input type="checkbox"/>	Some	<input type="checkbox"/>	Considerable	<input type="checkbox"/>	Great	<input type="checkbox"/>	Very Great
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15. I make a conscious attempt to listen without letting my personal feelings toward the speaker influence my impression of their message.

<input type="checkbox"/>	None	<input type="checkbox"/>	Very Little	<input type="checkbox"/>	Some	<input type="checkbox"/>	Considerable	<input type="checkbox"/>	Great	<input type="checkbox"/>	Very Great
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16. I make a strong effort to understand the speaker's message even when I disagree with them.

<input type="checkbox"/>	None	<input type="checkbox"/>	Very Little	<input type="checkbox"/>	Some	<input type="checkbox"/>	Considerable	<input type="checkbox"/>	Great	<input type="checkbox"/>	Very Great
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Sensing

To what extent do you agree with these statements regarding sensing what is behind what the speaker is saying?

17. I try to understand the message behind what the speaker says. I listen for emotions, beliefs, values, motivations and intentions.

<input type="checkbox"/>	None	<input type="checkbox"/>	Very Little	<input type="checkbox"/>	Some	<input type="checkbox"/>	Considerable	<input type="checkbox"/>	Great	<input type="checkbox"/>	Very Great
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18. I read the speaker's body language, as well as listen to their words, to better interpret what they are

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telling me.

<input type="radio"/>	None	<input type="radio"/>	Very Little	<input type="radio"/>	Some	<input type="radio"/>	Considerable	<input type="radio"/>	Great	<input type="radio"/>	Very Great
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19. I adjust my communication style to match the other person's communication style.

<input type="radio"/>	None	<input type="radio"/>	Very Little	<input type="radio"/>	Some	<input type="radio"/>	Considerable	<input type="radio"/>	Great	<input type="radio"/>	Very Great
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20. I am attentive to a speaker's sense of time and urgency and adjust my pace to honor their needs (small talk vs. to the point).

<input type="radio"/>	None	<input type="radio"/>	Very Little	<input type="radio"/>	Some	<input type="radio"/>	Considerable	<input type="radio"/>	Great	<input type="radio"/>	Very Great
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Structuring

To what extent do you agree with these statements regarding processing what the speaker is saying?

21. I take mental notes when listening to help me determine the speaker's priorities.

<input type="radio"/>	None	<input type="radio"/>	Very Little	<input type="radio"/>	Some	<input type="radio"/>	Considerable	<input type="radio"/>	Great	<input type="radio"/>	Very Great
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22. I take written notes, when appropriate to ensure that I remember necessary details and deadlines.

<input type="radio"/>	None	<input type="radio"/>	Very Little	<input type="radio"/>	Some	<input type="radio"/>	Considerable	<input type="radio"/>	Great	<input type="radio"/>	Very Great
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23. I attempt to assess the speaker's message in terms of facts, beliefs, pros & cons, assumptions and attitudes.

<input type="radio"/>	None	<input type="radio"/>	Very Little	<input type="radio"/>	Some	<input type="radio"/>	Considerable	<input type="radio"/>	Great	<input type="radio"/>	Very Great
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24. I feed back to the speaker their major idea, key points, and supporting points to their satisfaction, after listening to them.

<input type="radio"/>	None	<input type="radio"/>	Very Little	<input type="radio"/>	Some	<input type="radio"/>	Considerable	<input type="radio"/>	Great	<input type="radio"/>	Very Great
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