

Predisposition/Temperament

This section on Predisposition/Temperament looks at your basic character predisposition, temperament, and internal desire to listen and acquire the patience to do so. It asks the question: "To what extent am I willing to invest my time and energy in the 'careful listening' process?"

1. I find it relatively easy to look people directly in the eye when talking.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

2. My concentration levels are good.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

3. I can generally clear my mind of personal concerns before I start a conversation.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

4. I don't mind talking far less than the other person.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

5. I remain relaxed and calm in conversations.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

6. In my view, every person has something valuable to say.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

7. I tend to think that good listening requires care and concentration.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

8. I believe that a lot is communicated above and beyond words.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

9. I am patient and easygoing.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

10. I don't believe you should necessarily fill long silences.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

11. I like to ask a lot of questions in difficult or complex conversations.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

12. The status or seniority of the other party in a discussion, relative to me, doesn't matter in the slightest.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

Creating a Conducive Climate

This section on Creating a Conducive Climate looks at your effort to make sure that the atmosphere or environment is as appropriate as possible for effective communication. It asks the question: "Have you done everything you can to minimize distractions and create a climate for open conversation?"

13. People should be physically comfortable in order to listen and communicate effectively.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

14. To listen well, you should be calm and relaxed at all times.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

15. I try to avoid fidgeting when listening.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

16. I stop what I'm doing to give my full attention to the speaker.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

17. To listen properly, I make sure that I am close to the other person and can hear clearly.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

18. I try to ignore distractions when listening.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

19. I try to create an atmosphere in which it is easy to talk.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

20. I try to screen out background noise and other conversations while I am listening or communicating.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

21. I don't doodle, draw, tap my fingers, or shuffle papers during conversations.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

22. I believe that effective communication requires high energy in order to concentrate.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

23. I try to look friendly or smile at the speaker to create an "open" climate.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

24. If you really want to listen well, you should find a quiet place to do it.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

Showing Positive Interest

This section on Showing Positive Interest assesses your efforts to demonstrate how much you value the other party's message. It asks the question: "How much does the listener focus on the message and show the speaker that their message is being effectively received?"

25. I don't let the other person's appearance distract me from what he or she is saying.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

26. I show interest, even when the topic is of little concern to me personally.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

27. I try to avoid doing other tasks while I am listening to another person speak.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

28. I avoid jumping into a conversation to take control.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

29. I make encouraging gestures/sounds to demonstrate my interest.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

30. I look the other party directly in the eye as much as possible when talking.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

31. I listen to understand, rather than to reply.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

32. I like to keep quiet and pay attention, especially at the beginning of a discussion.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

33. I try to appreciate where the speaker is coming from when he or she talks to me.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

34. I don't interrupt when the other person is speaking.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

35. I pay careful attention to what the speaker says and does.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

36. I try to show respect for the other person when I am communicating.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

Reading the Speaker

This section on Reading the Speaker looks at the extent to which you accurately evaluate and understand the complete message being communicated or shared. It asks the question: "What is the speaker trying to say over and above their words?"

37. I watch for changes in voice and for facial expressions that are not consistent with the conversation.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

38. I try to avoid making quick judgments about what the speaker is trying to say.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

39. I take mental note of any ideas or suggestions made by the other person.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

40. People would say that I am a good sounding board for their ideas and concerns.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

41. I avoid anticipating the other person's words before they have finished speaking.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

42. I watch the speaker's general body language to get the complete message.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

43. It is critical to look beyond the words when listening to someone.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

44. I believe that people can often communicate best without saying anything at all.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

45. Watching the speaker's eyes and success maintaining eye contact is usually quite revealing.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

46. People don't necessarily say what they mean or mean what they say in words alone.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

47. I understand body language and specific signals used by people when they are communicating.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

48. Carefully observing the other person is the most critical skill in effective listening.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

Empathizing

This section on Empathizing assesses the extent to which you as a listener demonstrate open interest and a commitment to understanding the other person's feelings and overall message. It asks the question: "Does the speaker feel that the listener values and understands them and their message, and appreciates the context in which it is given?"

49. I try to mirror the other person's demeanor and expressions.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

50. I do not finish other people's sentences for them.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

51. I like to lean toward the other person in a friendly way when communicating.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

52. I readily accept the value of a speaker's ideas and suggestions, even when I disagree.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

53. I try to avoid using upsetting words or emotive language in a conversation.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

54. I wait patiently for the other person to get their message across, no matter how long it takes.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

55. I use eye contact to show as much sincerity as I can.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

56. I try not to mentally argue with the other person's viewpoint when my ideas differ.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

57. I do not judge the message on the basis of what I think of the person delivering it.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

58. I believe that small talk is generally a valuable part of effective communication.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

59. I try to put myself in the speaker's shoes, as much as possible.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

60. It is important to fully appreciate the speaker's feelings.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

Paying Attention and Concentrating

This section on Paying Attention and Concentrating looks at how effective you are at maintaining your focus on what is being communicated - both verbally and nonverbally. It asks the question: "How well do you look for the core message and reflect back to the speaker an accurate understanding of the message?"

61. I can easily prevent my mind from wandering when the other person is talking.
- ☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always
62. I like to paraphrase what a speaker is saying every so often.
- ☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always
63. It is important to encourage/support the speaker by using non-verbal communication.
- ☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always
64. I gently question those points or arguments that I do not fully understand.
- ☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always
65. If necessary, I take notes (especially if the communication is long or complicated).
- ☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always
66. If a speaker loses his or her train of thought, I help by summarizing.
- ☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always
67. I like to ask questions in order to "tease out" as much information as I can.
- ☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always
68. People who know me would say that I am a highly focused and patient listener.
- ☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always
69. I quickly ask for clarification on anything that is not clear to me.
- ☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always
70. When I am listening to someone, I am good at listening for the subtleties of their message.
- ☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always
71. When my mind has been elsewhere, I can quickly re-focus on the here-and-now.
- ☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always
72. A little careful questioning helps to keep misunderstandings to a minimum.
- ☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

Understanding and Reflecting the Message

This section on Understanding and Reflecting the Message looks at your effectiveness at interpreting what the speaker is saying and then letting them know that you have understood the message. It asks the question: "How well do you as a listener summarize the key points and accurately paraphrase what is being communicated?"

73. I avoid mentally dwelling on a previous point made by the speaker.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

74. I try to use silence as a constructive listening tool.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

75. I avoid guessing what is on the other person's mind because I want to get a complete picture.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

76. I like to prioritize the key message when the speaker communicates several points.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

77. I regularly feed back what I have heard to test that my understanding is accurate.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

78. I raise points or arguments I know the speaker has forgotten in order to jog his or her memory.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

79. I try to understand what the other person is feeling, as well as what he or she is saying.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

80. I use different phrasing to make sure my interpretation of what is said is correct.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

81. I try to listen for the overall message or key theme behind the speaker's words.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

82. I try to close any conversation by reflecting back the major things discussed.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

83. I paraphrase often in order to confirm that I have understood the message properly.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

84. At the end of a communication, I summarize the main points that have been covered.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always