

## **LISTENING SELF ASSESSMENT\***

To help you start to be more aware of your listening habits, complete the following listening self-evaluation. Answer each question thoughtfully and after you have answered all the questions turn to page 3 to score your self-assessment.

### **EFFECTIVE COMMUNICATING SELF-EVALUATION**

| <i>Communicating Knowledge &amp; Attitudes</i>  | <i>Most of<br/>the Time</i> | <i>Frequently</i> | <i>Occasionally</i> | <i>Almost<br/>Never</i> |
|---|-----------------------------|-------------------|---------------------|-------------------------|
| Put an X in the appropriate column.   |                             |                   |                     |                         |
| Do you:   |                             |                   |                     |                         |
| 1. Tune out people who say something you don't agree with or don't want to hear?      | _____                       | _____             | _____               | _____                   |
| 2. Concentrate on what is being said even if you are not really interested?           | _____                       | _____             | _____               | _____                   |
| 3. Assume you know what the talker is going to say and stop listening?                | _____                       | _____             | _____               | _____                   |
| 4. Repeat in your own words what the talker has just said?                            | _____                       | _____             | _____               | _____                   |
| 5. Listen to the other person's viewpoint, even if it differs from yours?             | _____                       | _____             | _____               | _____                   |
| 6. Learn something from each person you meet, even if it is ever so slight?           | _____                       | _____             | _____               | _____                   |
| 7. Find out what words mean when they are used in ways not familiar to you?           | _____                       | _____             | _____               | _____                   |
| 8. Form a rebuttal in your head while the speaker is talking?                         | _____                       | _____             | _____               | _____                   |
| 9. Give the appearance of listening when you aren't?                                  | _____                       | _____             | _____               | _____                   |
| 10. Daydream while the speaker is talking?  | _____                       | _____             | _____               | _____                   |
| 11. Listen to the whole message – what the talker is saying verbally and nonverbally? | _____                       | _____             | _____               | _____                   |
| 12. Recognize that words don't mean exactly the same thing to different people?       | _____                       | _____             | _____               | _____                   |
| 13. Listen to only what you want to hear, blotting out the talker's whole message?    | _____                       | _____             | _____               | _____                   |
| 14. Look at the person who is talking?  | _____                       | _____             | _____               | _____                   |
| 15. Concentrate on the talker's meaning rather than how he or she looks?              | _____                       | _____             | _____               | _____                   |

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|--|-----------------------------|-------------------|---------------------|-------------------------|
| 16. Know which words and phrases I respond to emotionally?   | _____                       | _____             | _____               | _____                   |
| 17. Think about what I want to accomplish with my communication?   | _____                       | _____             | _____               | _____                   |
| 18. Plan the best time to say what you want to say?  | _____                       | _____             | _____               | _____                   |
| 19. Think about how the other person might react to what you say?  | _____                       | _____             | _____               | _____                   |
| 20. Consider the best way to make your communication (written, spoken, phone, bulletin board, memo, etc.) work?                  | _____                       | _____             | _____               | _____                   |
| 21. Think about what kind of person you're talking to (worried, hostile, disinterested, rushed, shy, stubborn, impatient, etc.)? | _____                       | _____             | _____               | _____                   |
| 22. Interrupt the talker while he or she is still talking?   | _____                       | _____             | _____               | _____                   |
| 23. Think, "I assumed he or she would know that"?  | _____                       | _____             | _____               | _____                   |
| 24. Allow the talker to vent negative feelings toward you without becoming defensive?  | _____                       | _____             | _____               | _____                   |
| 25. Practice regularly to increase your listening efficiency?  | _____                       | _____             | _____               | _____                   |
| 26. Take notes when necessary to help you to remember?   | _____                       | _____             | _____               | _____                   |
| 27. Hear noises without being distracted by them?  | _____                       | _____             | _____               | _____                   |
| 28. Listen to the talker without judging or criticizing?   | _____                       | _____             | _____               | _____                   |
| 29. Restate instructions and messages to be sure you understand correctly?   | _____                       | _____             | _____               | _____                   |
| 30. Paraphrase what you believe the talker is feeling?   | _____                       | _____             | _____               | _____                   |

(From "Listening: The Forgotten Skill")

## SCORE SHEET

Circle the number that matches the time frame (most of the time, frequently, etc.) you checked on each of the 30 items of the self-evaluation. Then, add the circled scores in each of the columns. Now, write the scores of each column in the lines under each time frame category.

|               | Most of<br>the Time | Frequently | Occasionally | Almost<br>Never |
|---------------|---------------------|------------|--------------|-----------------|
| 1.            | 1                   | 2          | 3            | 4               |
| 2.            | 4                   | 3          | 2            | 1               |
| 3.            | 1                   | 2          | 3            | 4               |
| 4.            | 4                   | 3          | 2            | 1               |
| 5.            | 4                   | 3          | 2            | 1               |
| 6.            | 4                   | 3          | 2            | 1               |
| 7.            | 4                   | 3          | 2            | 1               |
| 8.            | 1                   | 2          | 3            | 4               |
| 9.            | 1                   | 2          | 3            | 4               |
| 10.           | 1                   | 2          | 3            | 4               |
| 11.           | 4                   | 3          | 2            | 1               |
| 12.           | 4                   | 3          | 2            | 1               |
| 13.           | 1                   | 2          | 3            | 4               |
| 14.           | 4                   | 3          | 2            | 1               |
| 15.           | 4                   | 3          | 2            | 1               |
| 16.           | 4                   | 3          | 2            | 1               |
| 17.           | 4                   | 3          | 2            | 1               |
| 18.           | 4                   | 3          | 2            | 1               |
| 19.           | 4                   | 3          | 2            | 1               |
| 20.           | 4                   | 3          | 2            | 1               |
| 21.           | 1                   | 2          | 3            | 4               |
| 22.           | 1                   | 2          | 3            | 4               |
| 23.           | 1                   | 2          | 3            | 4               |
| 24.           | 4                   | 3          | 2            | 1               |
| 25.           | 4                   | 3          | 2            | 1               |
| 26.           | 4                   | 3          | 2            | 1               |
| 27.           | 4                   | 3          | 2            | 1               |
| 28.           | 4                   | 3          | 2            | 1               |
| 29.           | 4                   | 3          | 2            | 1               |
| 30.           | 4                   | 3          | 2            | 1               |
| <b>Totals</b> | _____               | _____      | _____        | _____           |

Total of items circled in each column:

| Most of<br>the Time | Frequently | Occasionally | Almost<br>Never | Total |
|---------------------|------------|--------------|-----------------|-------|
| _____               | _____      | _____        | _____           | _____ |

|                 |          |               |       |
|-----------------|----------|---------------|-------|
| <b>Scoring:</b> | 110 -120 | Superior      | _____ |
|                 | 99 -109  | Above Average | _____ |
|                 | 88-98    | Average       | _____ |
|                 | 77-87    | Fair          | _____ |