**Listening Assessment Exercise:** To help you start to be more aware of your listening habits, complete the following listening self-evaluation. Answer each question thoughtfully. Put an X in the appropriate column.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Do you: | Most of the Time | Frequently | Occasionally | Almost Never |
| 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? |  |  |  |  |
| 16. Know which words and phrases you respond to emotionally? |  |  |  |  |
| 17. Think about what you want to accomplish with your 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, 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 noise without being distracted by it? |  |  |  |  |
| 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? |  |  |  |  |

Madelyn Burley-Allen, Listening The Forgotten Skill - A Self-Teaching Guide, 2nd Edition, NY: John Wiley & Sons, Inc., 1995.

**Scoring Index:** Circle the number that matches the frequency you checked. Then add the circled scores together to obtain your total score.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Question | Most of the Time | Frequently | Occasionally | Almost 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 | 4 | 3 | 2 | 1 |
| 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 |
| TOTALS |  |  |  |  |

110-120 Superior 99-109 Above Average 88-98 Average 77-87 Fair