

This simple exercise will give you an idea of which listening habits you are better at and those that might need some adjustment. Answer each question with some thought and then put an tick in the appropriate column.

Listening Habits	Most of the Time	Frequently	On Occasions	Almost Never
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 speaker is going to say and stop listening?				
4. Repeat in your own words what the speaker 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 slight?				
7. Find out what words mean when they are not familiar to you?				
8. Form a denial in your head while the speaker is talking?				
9. Give the appearance of being an effective listener when you're not listening to a word that is being said?				
10. Daydream while the speaker is talking?				
11. Listen for main ideas, not just facts?				
12. Recognise that words don't mean exactly the same thing to different people?				
13. Listen only to what you want to hear, blotting out the rest of the speaker's message?				
14. Look at the person who is speaking?				
15. Concentrate on the speaker's meaning, rather than how he or she looks?				
16. Know which words and phrases tend to 'push your buttons'?				

EVALUATE YOUR LISTENING SKILLS

FIONADEE.COM

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 (written, spoken, phone, bulletin board, memo etc) to make your communication work?				
21. Think about what kind of person you're talking to (worried, hostile, disinterested, rushed, shy, stubborn, impatient, etc)?				
22. Feel that you usually 'get through' to the other person?				
23. Think. "I assume he or she would know that"?				
24. Allow the speaker to vent negative feelings toward you without becoming defensive?				
25. Practice active listening skills regularly to increase your listening efficiency?				
26. Take notes when necessary to help you remember?				
27. Hear sounds without being distracted by them?				
28. Listen to the speaker without judging or criticising?				
29. Restate instructions and messages to be sure you understand correctly?				
30. Come in with a statement about what you believe the speaker is feeling?				

To score this exercise (go to next page), circle the number that represents the category you checked on each item of the self-evaluation. Add the circled numbers to obtain your total score.

EVALUATE YOUR LISTENING SKILLS

FIONADEE.COM

Re-examine your responses. On what questions did you score the lowest? These are behaviours you probably want to modify or reshape.

Scoring: 105 - 120 Superior, 89 - 104 Above average, 73 - 88 Average, 52 - 72 Fair

Question	Most of the time	Frequently	Occasionally	Almost Never
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				
23				
24				
25				
26				
27				
28				
29				
30				
TOTAL				