

## Are You a Good Listener?

One of the greatest gifts we can give another is to truly listen. In fact, the ability to set aside our own inner mental clamor and truly listen to the other person is the #1 way to improve communication.

True listening seems to be becoming more and more rare in modern life. Relationships with others – spouses, relatives, children, friends and colleagues – can be vastly improved (and even repaired) by honing our listening skills. People yearn to be understood. Listening bridges the space between us much more so than talking.

Are you a good listener? The following survey will help you assess and build upon your ability to listen, thus becoming a better communicator.

### Instructions

Read each statement and determine how frequently you perform the action or demonstrate the behaviors that make for a good listener. On a scale of 1 to 5 (always to never) rate your actions and behavior.

<b>Action/Behavior</b>	1 Always	2 Almost Always	3 Occasion ally	4 Almost Never	5 Never
<b>While the other person is speaking, I . . .</b>					
1. I do not interrupt the other person or talk over them.					
2. I face the other person, giving them my full attention.					
3. I do not "multi-task" while listening.					
4. I do not think about and plan what I am going to say in response.					
5. I listen for what they are truly trying to communicate.					
6. I repeat back or paraphrase what I think they've said before making my response.					
7. I listen for tone of voice (angry, sad, happy, etc.)					
8. I observe body language when listening.					

<b>Action/Behavior</b>  <b>While the other person is speaking, I . . .</b>	1 Always	2 Almost Always	3 Occasion ally	4 Almost Never	5 Never
9. I ask questions to clarify my understanding of what the other person is saying.					
10. I exhibit an open mind and a willingness to have my own opinions changed as a result of the conversation.					
11. I listen without finding fault.					
12. I demonstrate genuine interest in what the other person has to say through appropriate head-nodding and responses such as "I see," and "I think I understand."					
13. I maintain appropriate eye contact with the speaker.					
14. I encourage the other person to continue speaking until they have expressed themselves fully.					
15. I ask questions to check my understanding.					
16. I summarize the other person's thoughts, ideas and feelings.					
17. I quiet my own racing mind so I can truly hear what the other person is saying.					
18. I never assume what the other person will say and finish their statements for them.					
19. I demonstrate patience in hearing others out.					
20. I listen without reacting emotionally.					

**Total Score** \_\_\_\_\_

<b>My Listening Score</b>	
<b>If your score is:</b>	<b>Then:</b>
<b>1 - 20</b>	<b>Your ability to listen is high.</b>
<b>21 – 40</b>	<b>Your ability to listen is moderately high.</b>
<b>41 – 60</b>	<b>Your ability to listen is moderate.</b>
<b>61 - 80</b>	<b>Your ability to listen has room for improvement.</b>
<b>81 - 100</b>	<b>Your ability to listen needs improvement.</b>