



How Do You Listen?

Identify your behavior for the following statements. Place a checkmark in the appropriate column (Always, Sometimes, or Never) to indicate your typical behavior.

Section One -- Your Attitude About Listening

	Always	Sometimes	Never
I like to hear what other people have to say.			
I am approachable and encourage people to talk to me.			
Even if I don't like the person who is talking, I will listen to what they have to say.			
Gender, race, age or ethnic origin makes no difference in the way I listen.			

Section Two -- The Way You Listen

It doesn't matter who's doing the talking (colleague, friend, acquaintance, or stranger), I listen the same.			
When someone wants to talk with me, I focus on listening by putting what I have been doing out of sight and out of mind.			
I like to be face-to-face and look at the person who is talking to me.			
I tune out distracting noises around me when I'm listening.			
I smile, nod my head, make short comments (um-huh, sure) and demonstrate open body language which encourages the other person to talk.			
I pay full attention and let what the person is saying be the only thought in my mind.			
I open my mind to help understand what the person means.			



	Always	Sometimes	Never
I attempt to understand the reasoning behind what the person is saying.			
I let the person finish what they are saying before responding. I encourage them to continue if they hesitate.			
I paraphrase what I heard and ask the person if I understood correctly.			
I don't judge or evaluate the person's ideas until he or she is finished.			
The person's manner of speaking and choice of words does not affect the way I listen.			
I may anticipate what the person is going to say, but I listen anyway.			
People who know me would describe me as a good listener.			
Total			

Grand Total _____

How Did You Do?

To calculate your score, use 3 = Always, 2 = Sometimes, 1 = Never

Calculate your score for each column, then add the columns together to get your grand total. If your grand total score is 29 points or less your listening could use some work!