

## Listening 360 Assessment Questions

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### Concentrating

To what extent do these statements affect your concentration while listening?

1. I avoid letting noises, odors, and visual distractions take my attention from what someone is saying to me.

None  Very Little  Some  Considerable  Great  Very Great

2. I address internal distractions (boredom, daydreaming, physical discomfort) in order to pay full attention to the speaker.

None  Very Little  Some  Considerable  Great  Very Great

3. I temporarily set my concerns aside so that I can focus during conversations.

None  Very Little  Some  Considerable  Great  Very Great

4. I actively create a receptive listening environment - a place that has few distractions - when it is necessary that I focus my full attention on listening.

None  Very Little  Some  Considerable  Great  Very Great

### Acknowledging

To what extent do you agree with these statements regarding acknowledging the speaker?

5. I acknowledge the speaker with phrases such as "I understand," "I see," "hmm," "yes," "really," and "tell me more."

None  Very Little  Some  Considerable  Great  Very Great

6. I hold my comments until there is a natural pause in the conversation; I don't interrupt, even when my comments have direct relevance to what the speaker is saying at the moment.

None  Very Little  Some  Considerable  Great  Very Great

7. I use acknowledging gestures such as smiling, nodding, appropriate facial expressions, and body language when listening.

None  Very Little  Some  Considerable  Great  Very Great

8. I demonstrate to others that I am listening by maintaining a level of eye contact that is comfortable to the speaker.

None  Very Little  Some  Considerable  Great  Very Great

### Researching & Responding

To what extent do you agree with these statements regarding responding to the speaker?

9. I ask open-ended questions like, "Tell me more about that," "Can you give me an example?," or "Then what?"

None  Very Little  Some  Considerable  Great  Very Great

10. I attempt to clarify what I don't understand during a conversation.

None  Very Little  Some  Considerable  Great  Very Great

11. I give the person I am speaking with appropriate feedback during a conversation. I paraphrase, mirror, reflect, or restate the speaker's message.

None  Very Little  Some  Considerable  Great  Very Great

12. I occasionally confirm my understanding of key points by restating them and asking if I have summarized correctly.

None  Very Little  Some  Considerable  Great  Very Great

## Exercising Emotional Control

To what extent do you agree with these statements regarding exercising emotional control during a conversation.

13. I listen to everything a person has to say without jumping to conclusions.

None  Very Little  Some  Considerable  Great  Very Great

14. I avoid pre-judging a speaker's message based on things such as accent, clothing, hair style, or other idiosyncrasies.

None  Very Little  Some  Considerable  Great  Very Great

15. I make a conscious attempt to listen without letting my personal feelings toward the speaker influence my impression of their message.

None  Very Little  Some  Considerable  Great  Very Great

16. I make a strong effort to understand the speaker's message even when I disagree with them.

None  Very Little  Some  Considerable  Great  Very Great

## Sensing

To what extent do you agree with these statements regarding sensing what is behind what the speaker is saying?

17. I try to understand the message behind what the speaker says. I listen for emotions, beliefs, values, motivations and intentions.

None  Very Little  Some  Considerable  Great  Very Great

18. I read the speaker's body language, as well as listen to their words, to better interpret what they are

telling me.

None  Very Little  Some  Considerable  Great  Very Great

19. I adjust my communication style to match the other person's communication style.

None  Very Little  Some  Considerable  Great  Very Great

20. I am attentive to a speaker's sense of time and urgency and adjust my pace to honor their needs (small talk vs. to the point).

None  Very Little  Some  Considerable  Great  Very Great

## Structuring

To what extent do you agree with these statements regarding processing what the speaker is saying?

21. I take mental notes when listening to help me determine the speaker's priorities.

None  Very Little  Some  Considerable  Great  Very Great

22. I take written notes, when appropriate to ensure that I remember necessary details and deadlines.

None  Very Little  Some  Considerable  Great  Very Great

23. I attempt to assess the speaker's message in terms of facts, beliefs, pros & cons, assumptions and attitudes.

None  Very Little  Some  Considerable  Great  Very Great

24. I feed back to the speaker their major idea, key points, and supporting points to their satisfaction, after listening to them.

None  Very Little  Some  Considerable  Great  Very Great

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