

Session 3 -- Listening Assessment and Analysis of Results

Read each statement and decide how that statement describes your behavior and place a check mark in the appropriate column.

STATEMENT	Always	Sometimes	Never
1. I think about why I'm listening.			
2. I maintain eye contact with speaker.			
3. I concentrate on the message.			
4. I listen without judging or criticizing.			
5. I try to summarize the information.			
6. I give verbal and nonverbal indications that I am listening.			
7. I set a purpose for listening.			
8. I block out thoughts of personal problems.			
9. I try to predict what will come next.			
10. I take notes when needed to help remember.			
11. I ignore external distractions such as loud noises and other workers.			
12. I try to determine the speaker's purpose.			
13. I think about questions I may need to ask for clarification.			
14. I restate (paraphrase) messages to confirm my understanding.			
15. I let the speaker finish and do not interrupt.			
TOTAL CHECK MARKS			

Listening Assessment Analysis of Results

Tally the three columns. Then refer to the interpretations below.

14-15 Checks for Always

You are probably a fantastic listener, both at work and among your friends. Keep up the good work.

12-13 Checks for Always

You are a good listener but you need to fine tune a few of your listening skills. Choose behaviors to modify that you feel will easily improve your listening.

10-11 Checks for Always

You need to change some behaviors so that you will get more out of instructions at work. To improve your listening behaviors, you should start with any item that you checked as Never. Then move to the Sometimes column.

9 or Less Checks for Always OR 7 or More Checks for Never

You need to master listening skills for work success. It will be difficult to find a situation in which you will not need to use listening skills. Check with your local library for information on improving listening skills. An internet search on "listening skills" yields a number of articles, such as these at www.about.com and www.livestrong.com:
http://careerplanning.about.com/cs/misckskills/a/listenin_g_skill.htm
<http://www.livestrong.com/article/14657-improving-listening-skills/>

Adapted from:

http://www.e.lmhurst.edu/library/learningcenter/Listening/listening_behaviors_survey.htm

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