

Assessment

Self-assessment Based on Robert Gass & Judith Ansara (2015) Select what best describes your honest evaluation of your behaviour									
	stay focuse or thinking				g (vs. my	mind is wa	ande	ering, being	
rarely	0	0	0	0	0	0	0	most of the time	
2. I suspend judgment while I am listening (vs. immediately evaluating what is being said)									
rarely	0	0	0	0	0	0	0	most of the time	
3. I listen with curiosity. What might be new? What might I learn? (vs. assuming I know what they think and feel)									
rarely	0	0	0	0	0	0	0	most of the time	
4. I attend well to the other non-verbally in ways that actively encourage their sharing – being present, appropriate eye contact, open body posture, smiles, head-nodding and encouraging words or noises like "un-huh" that show I'm interested (vs. appearing distracted, arms folded, or fail to offer the non-verbal encouragers that show I'm interested)									
rarely	0	0	0	0	0	0	0	most of the time	
	-	-		ntively for long attention	•	o conversa	ition	s (vs. after a	
rarely	0	0	0	0	0	0	0	most of the time	
	-		-	-	_			feel relaxed and h my responses,	

o o most of the time

sometimes before people are completely finished)

0

0

0

rarely

7. I try to communicate my understanding of what the other has said before stating my point of view (vs. failing to acknowledge what the other has said and simply stating my own point of view)										
rarely	0	0	0	0	0	0	0	most of the time		
8. Even when I disagree, I try to reflect back my understanding of their position. (vs. failing to acknowledge any validity in the other's point of view)										
rarely	0	0	0	0	0	0	0	most of the time		
9. People tend to come to me with their feelings and concerns because I listen well										
rarely	0	0	0	0	0	0	0	most of the time		
Reflectiv	ve questio	ns								
1. What are your strengths as a listener?										
2. In what areas could you use improvement?										
3. What b	enefits do y	ou see ir	n improv	ing your list	tening ski	lls?				
4. What lis	stening skill	s, if any,	are you	committed	to practis	ing and im	npro	ving?		