



Assessment

Self-assessment

Select what best describes your honest evaluation of your behaviour

1. I really stay focused on what the other is saying (vs. my mind is wandering, being distracted or thinking about what I'll say next)

rarely most of the time

2. I suspend judgment while I am listening (vs. immediately evaluating what is being said)

rarely 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 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 most of the time

5. I can sustain my ability to listen attentively for long, deep conversations (vs. after a while, I notice I have difficulty sustaining attention)

rarely most of the time

6. I don't interrupt. I do allow space before responding, helping others to feel relaxed and comfortable in communicating with me. (vs. I tend to jump in quickly with my responses, sometimes before people are completely finished)

rarely most of the time



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 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 most of the time

9. People tend to come to me with their feelings and concerns because I listen well

rarely most of the time

Reflective questions

1. What are your strengths as a listener?

2. In what areas could you use improvement?

3. What benefits do you see in improving your listening skills?

4. What listening skills, if any, are you committed to practising and improving?