



SELF ASSESSMENT - HOW WELL DO I LISTEN?

Use the following Rating Scale to score your responses – mark the appropriate choice in the box to the right of each question. Be honest with yourself.

If you are not employed, answer the questions based on your phone manners with family, friends, and others you interact with.

rating scale

5 = almost always 4 = usually 3 = occasionally 2 = seldom 1 = almost never

attitudes: do you...	score
1. Like to listen to other people talking?	
2. Encourage other people to talk	
3. Listen, even if you do not like the person who is talking?	
4. Listen equally well, whether the person talking is male or female, young or old?	
5. Listen equally well to friends, acquaintances or strangers?	

actions: do you...	score
6. Put what you have been doing out of sight and out of mind when you answer the telephone?	
7. Stop reading e-mails, newspapers, magazines etc. when you pick up the telephone or when someone comes to speak to you?	
8. Write down the most important details of a message even at home for your family members?	
9. Ignore the distractions around you when on the phone?	
10. Smile; make listening acknowledgements to encourage the person to talk?	
11. Think about what the person is saying?	
12. Try to work out what the person means and how you can help them or how you can respond.	
13. Try to work out why the person is saying it?	
14. Let the person finish what they are trying to say before speaking or suggesting?	
15. Encourage the person to continue if he or she hesitates?	



16. Restate what the person has asked and check if you have got it right?	
17. Withhold judgement about the person's ideas until he or she has finished?	
18. Listen, regardless of the person's manner of speaking and choice of words.	
19. Listen, even though you anticipate what the person is going to say?	
20. Question the person more fully in order to get him or her to explain their point more fully?	
total the scores	

points

If you scored 80 or more points, you are an excellent listener – a positive receiver of ideas through listening.

A score of 50 - 79 points makes you a better than average listener.

A score of 35 - 49 points suggests that you need to consciously practice listening. It is a signal that there are weaknesses that need to be improved on.

If you scored 34 points or less, many of the messages you receive are probably confused and are not likely to be passed on correctly. By consciously working to get rid of the "never" and "sometimes" response, you should significantly improve day to day communications and working relationships.

<http://closingbigger.net/wp-content/uploads/sales-training-podcast/ListeningQuiz.pdf>