

## Self Exercise: Assessing Your Listening Skills

### Instructions

The following statements reflect various habits we use when listening to others. For each statement, indicate the extent to which you agree or disagree with it by a number **1- 4**; **1 meaning “I don’t agree” and 4 meaning “Yes, I do this all the time.”** Answer honestly - Remember, there are **no right or wrong answers**. After completing the survey, add up your total score for the 15 items, and record it in the space provided.

### Listening Skills Survey

**1 = No, I do not agree      4 = Yes, I absolutely agree.**

Listening Skill	Score
1. I make quick judgments while listening.	
2. I tune certain people out.	
3. I anticipate what the speaker will say and stop listening.	
4. When speaking with a co-worker, I finish his/her sentences.	
5. I pretend to pay attention to others even when I’m not really listening.	
6. I daydream or think about other things when listening to others.	
7. It is difficult for me to remain calm if the speaker is saying something that I strongly disagree with.	
8. I continue to work on my computer or paperwork when coworkers come in to talk to me about something.	
9. I interrupt an associate who explains something to me before he/she has finished speaking.	
10. I am quick to defend myself if an associate complains to me about something I have done or not done.	
11. I leave a discussion and find I cannot remember what my associate said.	
12. It is difficult for me to remain calm if the speaker is angry.	
13. I offer my opinion to the speaker, even if he/she doesn’t ask for it.	
14. I think about how I am going to respond before the speaker is finished speaking.	
15. I try to help the speaker find solutions to their problems, even if they don’t ask me to.	
	<b>Total Score:</b>

**Evaluating Your Score:**

16 or less = very good listening skills

16 – 25 = moderately good listening skills, always room for growth

26 - 49 = less than satisfactory listening skills, some improvement is needed

50 or more = poor listening skills, you’ve got some work to do!

**Preparing a Personal Development Plan**

1. Do you agree with the assessment of your listening skills? Why or why not?
2. Identify at least one listening skill from the assessment that you want to or may need to improve or the thing that will make the most impact for you as a leader. Then identify specific actions or behaviors that you can undertake to improve the listening skill that you chose to improve. Record in the box below.

**Action Plan**

<b>Listening Skill that I Want to Improve</b>	<b>Action Steps Required (What Do You Need to Do to Build That Listening Skill?)</b>
1.	1.
2.	2.
3.	3.