

A Listening Self-Assessment

Instructions: Answer the following questions by checking the appropriate column.

		Yes	No
1.	Are you genuinely interested in other people and their experience and perspective?		
2.	Are you able to put aside your own worries and stress and focus exclusively on the other person?		
3.	Are you comfortable admitting that you don't know the answers to a question or the solution to a problem?		
4.	Are you able to fight the urge to compose your reply while the other person is speaking?		
5.	If someone says something that you disagree with or react to strongly, can you listen quietly and let them finish before you reply?		
6.	Do you show others you're listening through appropriate body language such as attentive facial expressions, nodding your head, and an alert posture?		
7.	Do you give verbal feedback to the speaker? Do you say things like "mm-hmm" and "I see" and make comments that relate to what the speaker has said?		
8.	Are you usually able to remember what you've heard?		
9.	Can you tolerate silence in a conversation, whether that be the other person's hesitation after you ask a question or pausing yourself before answering one?		
10.	Do you pick up on clues like body language, facial expressions and tone of voice to catch feelings that the speaker may not be expressing in words?		
11.	If a subject sounds difficult, painful or uncomfortable, are you willing to listen anyway rather than dismissing or avoiding it?		
12.	Are you able to acknowledge and respond to the speaker's emotions? (e.g. saying "that sounds so hard", or "I'm sorry you're going through this.")		
13.	Do you use paraphrasing to check your understanding of what the other person is saying?		
14.	Do you summarize what you've heard and understood at the end?		

Interpret your Results

How many "yes" answers did you give? Each one represents a strength for you, an indication that your listening skills are effective in demonstrating empathy and offering support. And the "no" answers? These represent opportunities for you to develop your ability to make the other person feel heard and understood.