

# Listening Assessment Exercise

Burley-Allen, Madelyn. Listening, The Forgotten Skill. John Wiley & Sons, NJ: (February 1995)

To help you start to be more aware of your listening habits, complete the following listening self-evaluation. It will give you an idea of which listening habits you can be happy about and which ones you might want to reshape. Answer each question thoughtfully.

Effective Communicative Self-Evaluation <i>Communicating knowledge and attitudes</i> Put an X in the appropriate column. Do you:	Most of the time	Frequently	Occasionally	Almost Never
1. Tune out people who say something you don't agree with or don't want				
2. Concentrate on what is being said even if you are not really interested?				
3. Assume you know what the talker is going to say and stop listening?				
4. Repeat in your own words what the talker has just said?				
5. Listen to the other person's viewpoint, even if it differs from yours?				
6. Learn something from each person you meet, even if it is ever so slight?				
7. Find out what words mean when they are used in ways not familiar to you?				
8. Form a rebuttal in your head while the speaker is talking?				
9. Give the appearance of listening when you aren't?				
10. Daydream while the speaker is talking?				
11. Listen to the whole message - what the talker is saying verbally and nonverbally?				
12. Recognize that words don't mean exactly the same thing to different people?				
13. Listen to only what you want to hear, blotting out the talker's whole message?				
14. Look at the person who is talking?				
15. Concentrate on the talker's meaning rather than how he or she looks?				

<p style="text-align: center;"><b>Effective Communicating Self-Evaluation</b> <i>Communicating knowledge and attitudes</i></p> <p><small>Put an X in the appropriate column. Do you:</small></p>	Most of the time	Frequently	Occasionally	Almost Never
16. Know which words and phrases you respond to emotionally?				
17. Think about what you want to accomplish with your communication?				
18. Plan the best time to say what you want to say?				
19. Think about how the other person might react to what you say?				
20. Consider the best way to make your communication (written, spoken, phone, bulletin board, memo, etc.) work?				
21. Think about what kind of person you're talking to (worried, hostile, disinterested, rushed shy, stubborn, impatient, etc.)?				
22. Interrupt the talker while he or she is still talking?				
23. Think "I assumed he or she would know that"?				
24. Allow the talker to vent negative feelings toward you without becoming defensive?				
25. Practice regularly to increase your listening efficiency?				
26. Take notes when necessary to help you to remember?				
27. Hear noises without being distracted by them?				
28. Listen to the talker without judging or criticizing?				
29. Restate instructions and messages to be sure you understand correctly?				
30. Paraphrase what you believe the talker is feeling?				