

Resource 8: A listening self-assessment exercise

Choose the response that you feel closely describes your current listening skills (or those of the person you are assessing).

A= Always, F=Frequently, M=More often than I'd like to admit, S=Sometimes, N=Never.

- 1) I tend to jump to conclusions, to contradict others. Later I discover that I did not understand what the other person really meant.
- 2) I pay more attention to people's verbal messages than their non-verbal messages.
- 3) I find it very difficult, even in the best of circumstances, to be empathic with those whose values are different from mine.
- 4) I can hardly wait until another person finishes speaking so I can state my perspective, because I usually know what I am going to say.
- 5) I get so excited about what the other person says that I interrupt them without ever intending to.
- 6) I tend to find myself asking questions of the other person to display what I know, rather than seek information from what the other person knows.
- 7) I tend to be an all or nothing thinker. People either agree or disagree with me. Something is either right or wrong. An individual can either be trusted totally or not at all.
- 8) Once a person has told me something, I tend to go into action straightaway rather than ask a few more questions to clarify the situation.
- 9) I tend to shut out topics that are not interesting or are uncomfortable for me.
- 10) I feel awkward when a conversation suddenly stops and tend to say anything to fill the silence.