Self-Assessment – Listening Skills

This self-inventory allows you to assess the way you listen. Please go through the following 15 statements and mark '**Yes**' or '**No**' for each as truthfully as possible, bearing in mind how you actually behave rather than how you would like to.

	Statement	Yes	No	Ideal Listener
1	I often try to hear several conversations at the same time			
2	I like people to give me only the facts so I can make my own interpretation			
3	I sometimes pretend to pay attention to people			
4	I am a good judge of nonverbal communications			
5	I usually know what another person is going to say before they say it			
6	I end boring conversations by diverting my attention from the speaker			
7	I nod, frown, or in some other way let the speaker know how I feel about what they are saying			
8	I respond immediately when someone has finished talking			
9	I evaluate what is being said while it is being said			
10	I formulate a response while the other person is still talking			
11	I often miss what people say because of the way they say it			
12	I ask people to clarify what they said rather than guess at the meaning			
13	I try hard to understand other people's point of view			
14	I often hear what I expect to hear rather than what is said			
15	Most people feel that I have understood their point of view when we disagree			

Source: Ethel C. Glenn & Elliot A. Pood (1989). 'Listening Self-Inventory', *Supervisory Management, Vol 34, No 1, pp12 – 15.*

- This is suitable in a context where conflict arise within a group, but can also be helpful in developing appropriate communication skills within discussions.