

The Effective Listening Questionnaire

Effective Listening Questionnaire: Self-Evaluation

Behaviours that good listeners use are represented in this list of 10 questions. To determine which listening habits you use, and to what degree, read each question and insert the number that most closely reflects your typical listening behaviour when you are conversing with a professional colleague, using the following scale:

1. Very rarely 2. Rarely 3. Sometimes 4. Quite often 5. Almost always

1. ___ Do you try to tune out distractions while you are listening to a colleague?
2. ___ Do you try to give your full attention to your colleagues during a conversation?
3. ___ Do you keep an open mind and not pre-judge your colleagues or their subject?
4. ___ Do you encourage your colleagues to amplify or clarify their ideas?
5. ___ Do you try not to interrupt your colleagues while they are speaking?
6. ___ At appropriate times, do you summarize what was said, then ask if that is what your colleague meant?
7. ___ Do you try to understand the reasons and feelings behind what your colleague has said?
8. ___ Do you wait until you understand the meaning of the message that your colleague is trying to convey before trying to develop your response?
9. ___ Do you select appropriate times in the conversation to respond?
10. ___ Are you able to wait patiently to tell your own story during a conversation?