

Listening Questionnaire

The statements below refer to situations where it is appropriate for you to listen fully to another's frame of reference, ideas, goals, needs and wants. Complete this questionnaire and then use the chart that follows to tabulate your score. Please note: This is not a formal or scientific test. It is only meant to give you an informal view of your listening skills.

"The first act of love is always the giving of attention." By Dallas Willard

	Very Rarely	Rarely	Sometimes	Often	Very Often
1. Conversations are protected from any interference (e.g. phone calls, noise, or others overhearing or interrupting).					
2. When listening, I maintain direct eye contact, adjusted according to the person's comfort level.					
3. When I see that someone has a strong need to talk, I invite conversation in a sensitive way.					
4. When listening, my facial expressions and gestures closely match the mood the speaker is communicating.					
5. When I am interacting with someone, I give him/her my undivided attention.					
6. When the person speaking is in a poor mood because of a problem, I try to perk him/her up by pointing out that things aren't as bad as they seem.					
7. When listening to someone, I face him/her directly.					
8. When listening, I state to the speaker my understanding of what he or she just said.					
9. I finish other people's sentences for them.					
10. When listening to another person, I am fairly quick to offer my point of view.					
11. The person talking to me about a problem resolves the problem without my advice or suggestions.					
12. When someone says something that is upsetting to me – or says something that I don't want to hear - I listen carefully without interrupting until he/she has finished talking.					
13. When listening, I restate the essence of the speaker's thoughts and feelings.					
14. When people make suggestions, my immediate response is to state my reactions to their ideas.					
15. When listening to someone's problem, I wait until the person has finished describing the problem before offering my solution.					
16. When listening, I encourage the speaker to express feelings.					
17. When someone has a need to talk, I keep listening without putting any of my ideas into the conversation until I am able to understand their point of view.					
18. When listening, I put into words the emotions the other person seems to be communicating.					

Listening Questionnaire Scoring

After completing the Listening Questionnaire, please use the grid below to calculate your Total Listening Score. Next, see where your Total Listening Score falls within the listening "Skill Levels" shown.

STATEMENT	Very Rarely	Rarely	Sometimes	Often	Very Often
1	1	2	3	4	5
2	1	2	3	4	5
3	1	2	3	4	5
4	1	2	3	4	5
5	1	2	3	4	5
6	5	4	3	2	1
7	1	2	3	4	5
8	1	2	3	4	5
9	5	4	3	2	1
10	5	4	3	2	1
11	1	2	3	4	5
12	1	2	3	4	5
13	1	2	3	4	5
14	5	4	3	2	1
15	1	2	3	4	5
16	1	2	3	4	5
17	1	2	3	4	5
18	1	2	3	4	5
TOTALS					

My Total Listening Score = _____ (sum of all columns)

Understanding your score (the score ranges below are general guidelines)

SKILL LEVEL	SCORE
Novice	18-27
Advanced Beginner	28-45
Competent	46-63
Proficient	64-81
Expert	82-90