Action/Behavior **While the other person is speaking, I…**	**1** Always	**2** Almost Always	**3** Occasionally	**4** Almost Never	**5** Never
1. I do not interrupt the other person or talk over them.					
2. I face the other person, giving them my full attention.					
3. I do not “multitask” while listening.					
4. I do not think about and plan what I am going to say in response.					
5. I listen for what they are truly trying to communicate.					
6. I repeat back and paraphrase what I think they’ve said before making my response.					
7. I listen for tone of voice (angry, sad, happy, etc.).					
8. I observe body language when listening.					
9. I ask questions to clarify my understanding of what the other person is saying.					
10. I exhibit an open mind and a willingness to have my own opinions changed as a result of the conversation.					
11. I listen without finding fault.					
12. I demonstrate genuine interest in what the other person has to say through appropriate head-nodding and responses such as “I see,” and “I think I understand.”					

Action/Behavior **While the other person is speaking, I…**	**1** Always	**2** Almost Always	**3** Occasionally	**4** Almost Never	**5** Never
13. I maintain appropriate eye contact with the speaker.					
14. I encourage others to continue speaking until they have expressed themselves fully.					
15. I ask questions to check my understanding.					
16. I summarize the other person's thoughts, ideas and feelings.					
17. I quiet my own racing mind so I can truly hear what the other person is saying.					
18. I never assume what others will say and finish their statements for them.					
19. I demonstrate patience in hearing others out.					
20. I listen without reacting emotionally.					

	My Listening Score _____
If your score is:	Then:
1-20	Your ability to listen is high.
21-40	Your ability to listen is moderately high.
41-60	Your ability to listen is moderate.
61-80	Your ability to listen has room for improvement.
81-100	Your ability to listen needs improvement.