Review this list and rank yourself, or the person you’re evaluating, on a scale of 1 to 4, where a 1 means the person you are evaluating rarely exhibits that listening behavior and a 4 means the person you are evaluating almost always exhibits that listening behavior. Then check your score at the end. Consider taking this first as it relates to your listening skills at work and then again as it relates to your personal life and/or another area.

1. I convey appropriate emotion and interest without using emotion-packed words or heightened “tone” or volume in response.
2. I appear patient and un-hurried.
3. I give my full attention to the speaker and am not preoccupied with other things (e-mail, other individuals, etc.).
4. I express when I am not able to fully listen so a more appropriate time for the conversation or meeting can be set.
5. I show appropriate nonverbal responses, such as nodding and facial expressions like smiling.
6. I watch and listen for verbal/non-verbal queues from the speaker and respond appropriately.
7. I allow the speaker to finish their thoughts without interrupting.
8. I maintain good eye contact with the speaker.
9. I allow the speaker to finish their own thoughts versus trying to finish the thoughts for them.
10. I follow up to the speaker's requests.
11. I listen to the entire message before formulating my response.
12. I work to acknowledge personal biases and emotions and to have an open mind.
13. I refrain from interjecting with other topics.
14. I sincerely listen versus going through the motions.
15. I can accurately recall what was talked about previously and have notes available if appropriate. I can accurately relate what I heard to a third party.
16. I ask relevant clarifying questions to be sure I understand the message.
17. I repeat or summarize comments to ensure understanding.
18. I place myself in the speaker’s position and work to understand their concerns and feelings.
19. I am careful to ignore others’ appearance, grammar, vocabulary, etc. and respect the message regardless of business, social, or economic status.
20. I listen more than I talk.

**Scoring:**

72-80 Congratulations! You are most likely a great listener and others notice and appreciate the consideration and attention!

64-71 Nice work. You are well on your way to being a great listener. Commit to improve at least one of the areas where you scored lower in the next year.

56-63 In addition to improving the areas where you scored lower, also ask for others’ feedback when they perceive you are not listening well.

55 or lower Consider taking a more in-depth communications course or other method to enhance your listening behaviors.

*Some of these ideas were adapted from the Ten Listening Irritants in Larry Barker & Kittie Watson’s* Listen Up*.*