**PERSONAL LISTENING HABITS ASSESSMENT**

Consider each of the 17 statements about listening behaviour below. Place a tick in the column which best describes your listening habits:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Statement of behaviour** | **Always** |  **Usually** | **Sometimes** |  **Rarely** |  **Never** |
| 1. I give my whole attention to the person who is speaking
 |  |  |  |  |  |
| 1. I show interest in the subject under discussion
 |  |  |  |  |  |
| 1. I allow the speaker to continue without constant interruption
 |  |  |  |  |  |
| 1. I encourage the person speaking by my comments
 |  |  |  |  |  |
| 1. I encourage the person speaking by non-verbal signs (e.g. nods, smiles)
 |  |  |  |  |  |
| 1. I look at the person speaking
 |  |  |  |  |  |
| 1. I continue to listen even when the subject becomes boring
 |  |  |  |  |  |
| 1. I listen to all that is said, not what I want to hear
 |  |  |  |  |  |
| 1. I disregard the person’s style of speech or method of delivery
 |  |  |  |  |  |
| 1. I watch for non-verbal signs from the speaker (unease, anger)
 |  |  |  |  |  |
| 1. I regularly summarise what I hear during a conversation
 |  |  |  |  |  |
| 1. I check that I understand what I hear
 |  |  |  |  |  |
| 1. I have not made up my mind about an issue before I listen
 |  |  |  |  |  |
| 1. I concentrate while complex ideas are being expressed
 |  |  |  |  |  |
| 1. I allow sufficient time for my full understanding before reacting
 |  |  |  |  |  |
| 1. I am prepared to listen to criticism of myself
 |  |  |  |  |  |
| 1. I create a friendly, relaxed, uninterrupted atmosphere for listening
 |  |  |  |  |  |