

Are You a Good ACTIVE Listener?

To identify your active listening strengths and areas of improvement, answer each question honestly and objectively based on what you do—not on what you would like to do or believe you ought to do. Mark the answer after each question that best describes you.

When taking part in a discussion, do you:

1. Face the speaker and make sure you can hear?
 Usually Sometimes Seldom
2. Ensure that you have fully listened to the speaker before you respond?
 Usually Sometimes Seldom
3. Make a judgment of the person and what he/she is going to say based on the person's appearance?
 Usually Sometimes Seldom
4. Recognize your own biases or judgments and make allowances for them?
 Usually Sometimes Seldom
5. Use your eyes as well as your ears to listen?
 Usually Sometimes Seldom
6. Not allow the speaker to finish if you feel what he/she is saying is wrong?
 Usually Sometimes Seldom
7. Identify any feelings or emotions underlying what is being said?
 Usually Sometimes Seldom
8. Make sure you have the last word?
 Usually Sometimes Seldom
9. Concentrate on what the speaker is saying?
 Usually Sometimes Seldom
10. Make a conscious effort to show the speaker you are listening?
 Usually Sometimes Seldom



Active Listening Scoring Instructions

Scoring:

For questions 1, 2, 4, 5, 7, 9 & 10:

Give yourself 2 points for each question you answered “Usually.”

Give yourself 1 point for each question you answered “Sometimes.”

No points are given for answering “Seldom.”

For questions 3, 6 & 8:

Give yourself 2 points for each question you answered “Seldom.”

Give yourself 1 point for each question you answered “Sometimes.”

No points are given for answering “Usually.”

Total Points: _____

If you scored 17-20: You are practicing excellent active listening skills. Keep it up!

If you scored 13-16: You are practicing good active listening skills. Your skills could improve with some extra attention to the areas you are not currently practicing, as well as some coaching from your supervisor.

If you scored 12 and under: You’ll want to spend time reviewing the active listening areas that scored you 0 points. To improve these skills, it is recommended that you seek out assistance from your supervisor to practice improving your active listening skills.

For additional tips on what to say and do to ensure that you are actively listening (especially during difficult customer interactions), review this [tip sheet](#).



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