



QUIZ: HOW GOOD A LISTENER ARE YOU?

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| When someone is talking to you, do you: | 1 Almost Never | 2 Sometimes | 3 Often | 4 Almost Always |
|---|----------------------|----------------|------------|-----------------------|
| Make people feel that you're interested in them and what they have to say? | | | | |
| Think about what you want to say while others are talking? | | | | |
| Acknowledge what the speaker says before offering your own point of view? | | | | |
| Jump in before the other person has finished speaking? | | | | |
| Allow people to complain without arguing with them? | | | | |
| Offer advice before you're asked? | | | | |
| Concentrate on figuring out what other people are trying to say, not just respond to the words they use? | | | | |
| Share similar experiences of your own, rather than inviting the speaker to elaborate on his or her experience? | | | | |
| Get other people to tell you a lot about themselves? | | | | |
| Assume you know what someone is going to say before he or she is finished? | | | | |
| Restate messages or instructions to make sure you understood correctly? | | | | |
| Make judgments about who is worth listening to and who isn't? | | | | |
| Make a concerted effort to focus on the speaker and understand what he or she is trying to say? | | | | |
| Tune out when someone starts to ramble on, rather than trying to get involved and make the conversation more listening? | | | | |

| When someone is talking to you, do you: | 1 Almost Never | 2 Sometimes | 3 Often | 4 Almost Always |
|---|-------------------------------|------------------------|--------------------|--------------------------------|
| Accept criticism without getting defensive? | | | | |
| Think of listening as instinctive, rather than as a skill that requires making an effort? | | | | |
| Make an active effort to get other people to say what they think and feel about things? | | | | |
| Pretend to be listening when you're not? | | | | |
| Respect what other people have to say? | | | | |
| Feel that listening to other people complain is annoying? | | | | |
| Make effective use of questions to invite people to say what's on their minds? | | | | |
| Making distracting comments when other people are talking? | | | | |
| Think other people consider you to be a good listener? | | | | |
| Tell people you know how they feel? | | | | |
| Don't lose your cool when somebody gets angry at you? | | | | |
| Total: | | | | |

| SCORING: | TOTAL THE NUMBER OF POINTS: |
|---|---|
| <p>For the odd-numbered questions, give yourself</p> <ul style="list-style-type: none"> • four points for each question you answered, “Almost Always” • three points for each question you answered, “Often” • two points for each question you answered, “Sometimes” • one point for each question you answered, “Almost Never” <p>For the even-numbered questions, the scoring is reversed, give yourself</p> <ul style="list-style-type: none"> • four points for each question you answered, “Almost Always” • three points for each question you answered, “Often” • two points for each question you answered, “Sometimes” • one point for each question you answered, “Almost Never” | <p>85 – 96 Excellent</p> <p>73 – 84 Above Average</p> <p>61 – 72 Average</p> <p>49 – 60 Below Average</p> <p>25 – 48 Poor</p> |

Source: *The Lost Art of Listening: How Learning To Listen Can Improve Relationships* (3rd Edition), Michael P. Nichols, PhD and Martha B. Straus, PhD