

Directions: Read each question and thoughtfully consider whether you engage in each behavior MOT, S, or AN. Check one block per question. Match your answers to the key on the last page.

Name: _____ Phone: _____

Email: _____

HOW OFTEN DO YOU:

	(MOT) Most of the time	(S) Sometimes	(AN) Almost never
1. Tune out people who say something you don't agree with or don't want to hear?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Fall asleep or daydream during boring meetings or presentations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Assume you know what the speaker is going to say and stop listening?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Restate instructions or messages to be sure you understood correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Learn something from each person you meet, even if it is ever so slight?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Find out what words mean if they are not familiar to you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Think about what you are going to say while the speaker is talking?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Give the appearance of listening when you are not?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Become self-conscious in one-to-one or small group encounters?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Listen for the meaning behind the speaker's words?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Recognize that words don't mean the same thing to all people (e.g., ASAP)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Keep eye contact with the person who is speaking?

13. Concentrate on the speaker's message vs. his/her race, age, physical appearance?

HOW OFTEN DO YOU:

(MOT) (S) (AN)
Most of the time Sometimes Almost never

14. Remember people's names when introduced?

15. Think more about building a warm, working relationship with team members and customers than about closing a deal?

16. Interrupt others before they finish speaking?

17. Easily offended by foreign communication behaviors and mannerisms?

18. Ramble on before you get to the point?

19. Ask for feedback to be sure you got through to the other person?

20. Allow the speaker to vent negative feelings towards you without becoming defensive or physically tense?

21. Take notes when necessary to help you remember?

22. Listen to the speaker without judging or criticizing?

23. Preface your statements with unflattering remarks about yourself, i.e., "I'm sorry to be such a pest, but . . ."

24. Think about the kind of person you're talking to? (rushed, hearing-impaired, shy, etc.)

25. Start giving advice or recommendations before you are asked?

Compare your answers with the answer key. Give yourself a point for every answer that matched with the key. Give yourself $\frac{1}{2}$ point for each time you answered "Sometimes."

Answer Key

1. AN	10. MOT	19. MOT
2. AN	11. MOT	20. MOT
3. AN	12. MOT	21. MOT
4. MOT	13. MOT	22. MOT
5. MOT	14. MOT	23. AN
6. MOT	15. MOT	24. MOT
7. AN	16. AN	25. AN
8. AN	17. AN	
9. AN	18. AN	

TOTAL _____

If your total was:

less than 14 points

You may be listening in spurts, are highly judgmental and/or have difficulty with focus and concentration. You may be more concerned with your agenda and self-focused vs. speaker-focused in your conversations. You may frequently need to re-check information you may have missed hearing. Your conversational partners may walk away not sure if you processed what they said or understood them completely.

15 - 19 points

You listen selectively. You may sometimes fake listening in order to appear interested or try to become interested. You note lapses of concentration and leave a conversation or a discussion remembering major points, but forgetting details. Your conversational partners are fairly satisfied with the attention you give them, but you don't listen as deeply as you could.

20 - 25 points

You usually leave the conversation with more information than the average listener. You accept the speaker's reality and put aside your agenda when listening. You demonstrate excellent focus and concentration skills. You probably create a strong sense of trust with friends, family, and co-workers, and you may be considered a real "people-person."

**Need listening skills coaching? Contact me at Rebecca@MindfulCommunication.com
Get my book "The Zen of Listening: MindfulCommunication in the Age of Distraction."
Now on Audible!**