

Active Listening Self-Assessment

Are You an Active Listener?

Coaches who listen actively tend to get the most out of their coaching discussions and tend to be better coaches overall. Use this self-assessment to think about how actively you listen. Check the box next to the number in the column that best describes your listening habits.

While someone is talking, I:	Usually	Sometimes	Rarely
Plan how I'm going to respond.	<input type="checkbox"/> 1	<input type="checkbox"/> 3	<input type="checkbox"/> 5
Keep eye contact with the speaker.	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 1
Take notes as appropriate	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 1
Notice the feeling behind the words.	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 1
Find myself thinking about other things while the person is talking	<input type="checkbox"/> 1	<input type="checkbox"/> 3	<input type="checkbox"/> 5
Face the person who is talking	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 1
Watch for significant body language (expressions, gestures).	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 1
Interrupt the speaker to make a point.	<input type="checkbox"/> 1	<input type="checkbox"/> 3	<input type="checkbox"/> 5
Am distracted by other demands on my time.	<input type="checkbox"/> 1	<input type="checkbox"/> 3	<input type="checkbox"/> 5
Listen to the message without immediately judging or evaluating it.	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 1
Ask questions to get more information and encourage the speaker to continue.	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 1
Repeat in my own words what I've just heard to ensure understanding	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 1

Totals for each column: _____ + _____ + _____

Grand Total = _____

Scoring:

44 – 60 = You are an active listener.

28 – 43 = You are a good listener with room for improvement

12 – 27 = You'll need to focus on improving your listening skills

Source: AT&T School of Business. *The Supervisor: Coaching for Success*, AT&T School of Business, 1995