

Results Coaching Listening Self-Assessment

Take a few minutes to reflect and consider the ways in which you listen both at work and in your personal life. Remember, honesty is a virtue. After you complete the assessment, consider at least three areas of strength and one or two areas where you desire to grow.

As a listener:

1. I am aware that people seek a sense of safety when they speak to me, so I offer a nonjudgmental space for them to speak their thoughts and emotions.

Always	Generally	Seldom	Never
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2. I stop what I'm doing and give my full attention to the speaker.

Always	Generally	Seldom	Never
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3. I quiet the voices and personal stories in my head to hear what the speaker is expressing, in both words and emotions.

Always	Generally	Seldom	Never
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4. I refrain from thinking about what I'm going to say while the speaker is speaking.

Always	Generally	Seldom	Never
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5. I do not interrupt while the speaker is still speaking.

Always	Generally	Seldom	Never
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6. I listen from two perspectives: (1) who the person is and (2) what the person wants from the conversation.

Always	Generally	Seldom	Never
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7. I feel and express empathy for the speaker, especially when their emotions are strong, knowing that people want to feel heard and understood.

Always	Generally	Seldom	Never
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8. I listen for what the speaker is seeking to accomplish from our conversation.

Always	Generally	Seldom	Never
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9. After listening, I refrain from giving advice, understanding that this can stop the speaker's thinking.

Always	Generally	Seldom	Never
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10. I show respect for the other person, even when I feel myself becoming emotional.

Always	Generally	Seldom	Never
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R E P R O D U C I B L E

11. I receive criticism from the speaker without getting angry or defensive.

Always	Generally	Seldom	Never
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12. I stay in a curious mindset as the speaker describes what they think and how they feel about the topic.

Always	Generally	Seldom	Never
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13. I have empathy and concern for what the speaker is expressing, even if I have a different viewpoint.

Always	Generally	Seldom	Never
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14. I listen for words the speaker uses, including personal meaning, for us both to better understand what they are expressing.

Always	Generally	Seldom	Never
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