



LISTENING FOR UNDERSTANDING ASSESSMENT

This assessment will help you identify listening techniques and skills in which you are successful and those that need improvement.

1. Indicate with your initials how you listen to your teammate.
2. Next, indicate with your teammate's initials how your teammate listens.
3. Take turns sharing your answers with your teammate. Do not argue about their validity.

Active Listening Behaviors/Skills	Almost Never	Some times	Often	Almost Always
1. I listen without criticizing.				
2. I listen without prejudging.				
3. I listen without becoming defensive.				
4. I listen without giving advice unless I am asked.				
5. I listen without thinking about my reply.				
6. I let my teammate complete their sentences.				
7. I let my teammate finish before stating my view.				
8. I try to understand my teammate's feelings.				
9. I try to understand my teammate's viewpoint.				
10. I give full attention when my teammate speaks.				
11. I look at my teammate while I listen.				
12. I look for my teammate's non-verbal messages.				
13. I repeat my understanding of content & feelings				
14. I ask, "Did I understand you correctly?"				
15. I ask, "Is there more?" when teammate finishes.				

The Job of the Listener

1. Use effective Active Listening behaviors.
2. Ensure the speaker feels understood.
3. Remember understanding does not mean agreeing.