



Upgrading Your Listening Skills

Presented by Robert Crouse Therapy LLC.



Active Listening Scale Directions

Active listening is a critical component of any conversation you have with another person. The Active Listening Scale was designed to help you examine how effective you are in identifying, assessing and overcoming blocks to listening.

This assessment contains 32 statements. Read each of the statements and decide whether or not the statement describes you. If the statement describes you, circle the number next to the item under **True** column. If the statement does not describe you, circle the number next to that item under the **False** column.

In the following example, the number under **False** indicated the statement is not true of the person completing the inventory.

	TRUE	False
I try to understand what the other person is saying	2	1

This is not a test and there are no right or wrong answers. Do not spend too much time thinking about your answers. Your initial response will likely be the most true for you. Be sure to respond to every statement.

(Turn to the next page and begin)

Active Listening Scale

When I am talking with another person . . .

	TRUE	FALSE
1. I try to understand what the other person is saying	2	1
2. I am constantly comparing myself to the other person	1	2
3. I try to read the other person's mind	1	2
4. I put aside my judgments of the person	2	1
5. I listen for feelings as well as content	2	1
6. I ask for clarification if I do not understand something	2	1
7. I often disagree with the other person	1	2
8. I agree with what the other person says, even if I don't	1	2
9. I go to great lengths to prove I am right	1	2
10. I make appropriate eye contact	2	1
11. I hear what I want to hear	1	2
12. I mentally plan my response while the other person is talking	1	2
13. I often paraphrase what the other person says	2	1
14. I listen with my full attention	2	1
15. I don't worry about the other person's feelings	1	2
16. I often find myself lying	1	2

TOTAL = _____

	TRUE	FALSE
17. I attempt to understand the underlying meaning of the words	2	1
18. I finish the other person's sentence	1	2
19. I think about other things while the person is talking	1	2
20. I jump in and give advice before the person stops talking	1	2
21. I start making jokes	1	2
22. I ask questions to get further information	2	1
23. I judge the person ahead of time	1	2
24. I reassure and support the other person	2	1
25. I try to solve the other person's problems for them	1	2
26. I am easily distracted	1	2
27. I focus on specific points and shut out the rest of the message	1	2
28. I am attentive to that person's body language and tone of voice	2	1
29. I find myself daydreaming	1	2
30. I always seem to understand the other person's position clearly	2	1
31. I often interrupt the other person	1	2
32. I let the other person know I heard what was said	2	1

TOTAL = _____

Active Listening Scale Score Directions

The Active Listening Scale is designed to measure how proficient you are at listening to the other with whom you are talking. For each item on the previous page, add the numbers that you circled and put that number in the TOTAL space at the bottom of each section.

Then add the two numbers together and transfer your total to the space below:

ACTIVE LISTENING TOTAL = _____

Profile Interpretation

SCALE SCORE	INDICATIONS
56 – 64	You are an active listener. You go out of your way to truly hear what the other person is saying, asking questions for more information and paraphrasing important points back to the communicator.
40 – 55	You are an average listener. You could use some help in further developing your listening skills.
32 – 39	You need to further develop your listening skills.

Regardless of your score, the exercises and activities that follow are designed to help you increase your listening skills.