

## Active listening test

Simple Exercise for Self-Assessment of Listening Ability

	Questions	YES	NO
1	If I realize what the other person is about to ask, I anticipate and answer directly, to save time...		
2	As I listen to someone else, I get ahead of time and start thinking about what I'm going to say		
3	In general, I try to focus on what the other person is saying, without considering how the person is saying it...		
4	As I'm listening, I say things like Aha! Hum... I understand... to let the other person know that I'm paying attention to her/him...		
5	I think most people don't mind being interrupted... as long as I help people in their problems...		
6	When I listen to some people, I mentally wonder why they will find it so difficult to get straight to the point..?		
7	When a really angry person expresses anger, I just let what this person says "go in one ear and out the other"		
8	If I don't understand what a person is saying, I ask the necessary questions until I understand the person...		
9	I only argue with a person when I know positively that I am right...		
10	Since I've heard the same complaints and protests countless times, I usually mentally dedicate myself to something else while listening...		
11	The tone of a person's voice usually tells me much more than the words themselves...		
12	If a person has difficulty telling me something, I usually help the person express herself/himself...		
13	If I didn't interrupt people from time to time, they would end up talking to me for hours..!		
14	When a person says so many things to me together that I feel unable to retain them, I try to put my mind on something else so as not to get upset...		
15	If a person is very angry, the best I can do is listen to this person until she/he releases all the pressure...		
16	If I understand what a person just told me, it seems redundant to me to ask the person again to verify...		
17	When a person is wrong about some point of her/his problem, it is important to interrupt the person and make the person reframe that point in the right way...		
18	When I have had a negative contact with a person (argument, fight...) I can't help but keep thinking about that episode... even after having initiated contact with another person...		
19	When I respond to people, I do so based on the way I perceive how they feel....		
20	If a person can't tell me exactly what she/he wants from me, there's nothing I can do...		

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### Evaluation

Through the answers we will evaluate our ability to

- 1) Listen without interrupting
  - 2) Listening with 100% attention
  - 3) Listening beyond words
  - 4) Listening by encouraging the other to go deeper
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### 1. Listen without interrupting... and even less contradict...!

Questions 1,5,9,13,17 – 1 point for each NO

5 points	You know how to listen without interrupting. Your patience will allow you to generate very good relationships.
3-4	Sometimes you start talking over the other person... If you allow people to finish before you start talking, your contacts with them will be simpler and more satisfying.
0-2	You seem to be so eager to talk that you can't listen to... How can you relate to people if you don't listen to them?

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### 2. Listening with 100% attention

Questions 2,6,10,14,18 – 1 point for each NO

5 points	You have the discipline and serenity to give people the attention they deserve. This will allow you to develop excellent interpersonal relationships. Congratulations!
3-4	If you manage not to lose concentration, you will achieve more lasting and satisfactory personal contacts
0-2	Surely you often find yourself saying... What? How? What did you say? Recognize that understanding people requires 100% of your attention!!

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### 3. Listening beyond words

Questions 3,7 – 1 point for each NO Questions

11,15,19 –1 point for each YES

5 points	You're an empathetic listener... you get to perceive how the people you talk to feel... You have the ability to understand and help people...
3-4	You realize how people feel... but you give more importance to the explicit message...
0-2	You don't seem to realize how the people you talk to feel.

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### 4. Listening by encouraging the other to go deeper

Questions 4,8,12 – 1 point for each YES

Questions 16, 20 – 1 point for each NO

5 points	You do everything necessary for the other person to express herself/himself... You will achieve very satisfactory contacts....
3-4	You're an active listener... but you are not doing everything possible...
0-2	You don't seem to want to get too involved in your contacts...