

ACTIVE LISTENING GUIDE

RATING SCALE		TOTAL POINTS	LISTENING QUOTIENT
Frequency	Points		
Always	5	108-120	Outstanding
Almost Always	4	83-107	You're a good listener
Usually	3	58-82	You're a fair listener
Sometimes	2	Below 58	Work needed
Seldom	1		
Never	-2		
CONCENTRATION			POINTS
1. When I talk with others, my mind is completely absorbed by what they are saying and doesn't wander.			
2. In a conversation, I hold my comments until the other person is finished talking, even if my comments have direct relevance to what he or she is saying.			
3. I do not let interruptions, like ringing cell phones or people walking by, distract my attention from what the person is saying.			
4. When I talk with someone, I have a better recollection of what he/she said as opposed to what I said.			
ACKNOWLEDGING			POINTS
5. I build on previous responses by asking follow up questions to statements just made.			
6. I make certain that the other person knows that I am listening by giving brief, encouraging acknowledgements such as "I see" and "That's interesting".			
7. In a discussion, more than half my time is spent listening rather than talking.			
8. I am careful about not sending the wrong non-verbal message – moving to a closed body position, impatiently tapping fingers on the desk, and so forth.			
STRUCTURING			POINTS
9. Prior to a meeting, I establish my objectives and prepare myself to listen.			
10. When talking with others, I take mental notes of major ideas, key points, and supporting reasons.			
11. I ask for clarification or elaboration regarding the speaker's viewpoint – to ensure proper interpretation and complete understanding of the rationale.			
12. I attend to all promised actions, however great or small following a discussion.			
RELATIONSHIP BUILDING			POINTS
13. When I talk with someone, I encourage a two-way flow of communication by asking open-ended questions.			
14. I let others know that I am trying to understand what they are saying by using phrases such as "tell me more about that" or "can you give me an example?"			

RELATIONSHIP BUILDING - <i>continued</i>	POINTS
15. I ask people what they expect from a given action or relationship.	
16. I prepare for my meeting in advance by reading, reviewing and finding out as much as possible about the person I'll be meeting with.	
SENSITIVITY	POINTS
17. When talking with others, I read their body language as well as listen to their words in order to fully interpret what they are telling me.	
18. In effective listening the non-verbal communication the person is sending me is as important as the verbal, and I am alert to that – facial expressions, posture, eye contact, tapping fingers, tight facial muscles, frowning etc.	
19. I listen to more than the words themselves – I hear the emotional tone of the person, the pitch, the subtle variations that might indicate displeasure etc.	
20. I try to read what's going on behind their spoken words by asking myself what they might be feeling, why they are saying it, and what is implied by what they say.	
PERSONAL CONCERNS	POINTS
21. I make certain that the physical environment is appropriate for effective conversation – music is not too loud, temperature is not too hot or cold etc.	
22. I care greatly about people and those I meet and talk with can sense that in my listening.	
23. I'm careful to avoid anything that provides a negative connotation – raising an eyebrow, looking away, rolling my eyes, drumming my fingers.	
24. If the person has negative feelings about the institution or me, I do not become defensive.	
TOTAL	

Adapted from "A Fundraiser's Guide to Listening," Institute for Charitable Giving.