

## SHAFIR'S SELF-LISTENING TEST

Directions: Self-knowledge is the first step toward self-improvement. This assessment instrument looks at how you listen in a variety of situations and settings. Carefully consider each question and indicate whether or not you consistently demonstrate each behavior.

1. Do you think about what you are going to say while the speaker is talking?

Yes, consistently **I** No, almost never **I** Sometimes

2. Do you tune out people who say things you don't agree with or don't want to hear?

Yes, consistently **I** No, almost never **I** Sometimes

3. Do you learn something from each person you meet, even if it is ever so slight?

Yes, consistently **I** No, almost never **I** Sometimes

4. Do you keep eye contact with the person who is speaking?

Yes, consistently **I** No, almost never **I** Sometimes

5. Do you become self-conscious in one-on-one or small group conversations?

Yes, consistently **I** No, almost never **I** Sometimes

6. Do you often interrupt the speaker?

Yes, consistently **I** No, almost never **I** Sometimes

7. Do you fall asleep or daydream during meetings or presentations?

Yes, consistently **I** No, almost never **I** Sometimes

8. Do you restate instructions or messages to be sure you understood correctly?

Yes, consistently **I** No, almost never **I** Sometimes

9. Do you allow the speaker to vent negative feelings toward you without becoming defensive or physically tense?

Yes, consistently **I** No, almost never **I** Sometimes

10. Do you listen for the meaning behind a speaker's words through gestures and facial expressions?

Yes, consistently **I** No, almost never **I** Sometimes

11. Do you feel frustrated or impatient when communicating with persons from other cultures?

Yes, consistently **I** No, almost never **I** Sometimes

12. Do you inquire about the meaning of unfamiliar words or jargon?

Yes, consistently **I** No, almost never **I** Sometimes

13. Do you give the appearance of listening when you are not?

Yes, consistently **I** No, almost never **I** Sometimes

14. Do you listen to the speaker without judging or criticizing?

Yes, consistently **I** No, almost never **I** Sometimes

15. Do you start giving advice before you are asked?  
Yes, consistently **I** No, almost never **I** Sometimes
16. Do you ramble on before getting to the point?  
Yes, consistently **I** No, almost never **I** Sometimes
17. Do you take notes when necessary to help you remember?  
Yes, consistently **I** No, almost never **I** Sometimes
18. Do you consider the state of the person you are talking to (nervous, rushed, hearing-impaired, and so on)?  
Yes, consistently **I** No, almost never **I** Sometimes
19. Do you let a speaker's physical appearance or mannerisms distract you from listening?  
Yes, consistently **I** No, almost never **I** Sometimes
20. Do you remember a person's name after you have been introduced?  
Yes, consistently **I** No, almost never **I** Sometimes
21. Do you assume that you know what the speaker is going to say and stop listening?  
Yes, consistently **I** No, almost never **I** Sometimes
22. Do you feel uncomfortable allowing silence between you and your conversation partner?  
Yes, consistently **I** No, almost never **I** Sometimes
23. Do you ask for feedback to make sure you are getting across to the other person?  
Yes, consistently **I** No, almost never **I** Sometimes
24. Do you preface your statements with unflattering remarks about yourself?  
Yes, consistently **I** No, almost never **I** Sometimes
25. Do you think more about building warm working relationships with team members and customers than about bringing in revenue?  
Yes, consistently **I** No, almost never **I** Sometimes

**Scoring:**

Compare your answers to those on the following chart. For every answer that matches the key, give yourself one point. If you answered "Sometimes" to any of the questions, score half a point.

Total the number of points.

1. N 6. N 11. N 16. N 21. N  
2. N 7. N 12. Y 17. Y 22. N  
3. Y 8. Y 13. N 18. Y 23. Y  
4. Y 9. Y 14. Y 19. N 24. N  
5. N 10. Y 15. N 20. Y 25. Y

Total points: \_\_\_\_\_

#### Score Interpretation:

21+ points: You are an excellent listener in most settings and circumstances. Note which areas could use further improvement.

16–20 points: You usually absorb most of the main ideas, but you often miss a good portion of the rest of the message as a result of difficulties with sustained attention. You may feel detached from the speaker and start thinking about other things or about what you are going to say next.

10–15 points: You may be focusing more on your own agenda than on the speaker’s needs. You easily become distracted, and you perceive listening as a chore. Personal biases may get in the way of fully understanding a speaker.

9 points or less: Most of the time you experience listening as a boring activity. You might complain that your memory is poor and feel great frustration when trying to retain information and succeed in a classroom situation.

Note: If you answered “Sometimes” to many of the questions, then obviously you are a sometimes listener. Chances are that your ability to concentrate may be at fault and/or that you are a highly critical individual and quick to judge whether a listening opportunity is worthwhile. However, there have been times when you have experienced the satisfaction of being fully absorbed in what someone has to say.

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