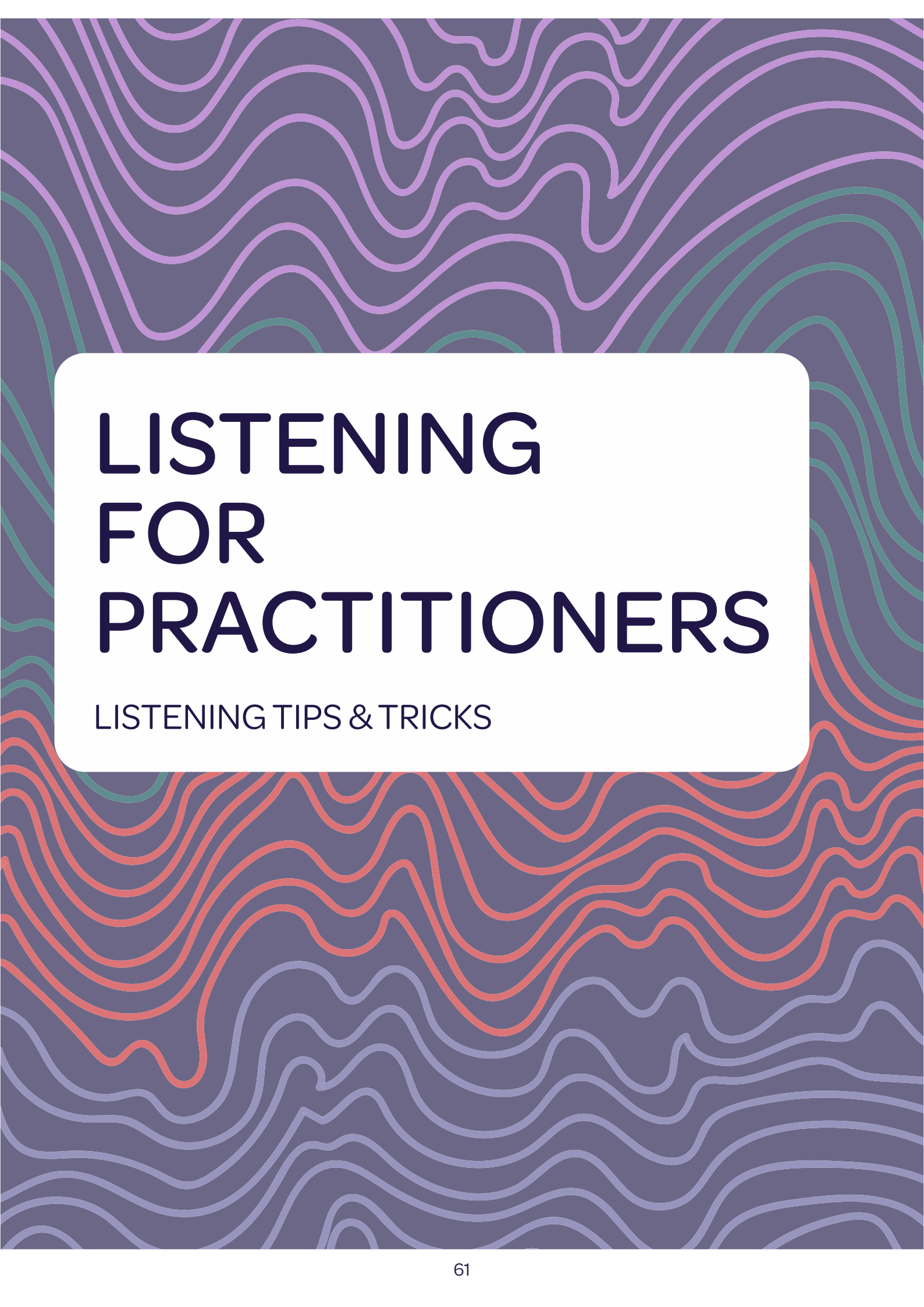




LISTENING FOR PRACTITIONERS

LISTENING TIPS & TRICKS

Measuring Our Listening Skills



Having assessed your organisation's listening skills, you may be curious to determine your own. Below are two suggestions to help you understand where you're at and areas where you may need to improve.

1

Complete a listening self-assessment. This doesn't take long but may be an excellent way to gauge your good and bad listening habits. There is an online assessment [here](#)*. The printable worksheets are on the following pages of the toolkit.

2

Write a listening diary every day for one week. Think about what went well and what challenges you faced, as well as any distractions. Aim to learn new things about the people around you through active listening.

*Mind Tools: How Good Are Your Listening Skills?

Listening Skills Self- Assessment

To help you start to be more aware of your listening habits, complete the following listening self-evaluation. It will give you an idea of which listening habits you can be proud of and which ones you might want to reshape. Put an X in the appropriate column.

Put an X in the appropriate column	Always	Most of the time	Occasionally	Almost never
1. Tune out people who say something you don't agree with or don't want to hear?				
2. Concentrate on what is being said even if you are not really interested?				
3. Assume you know what the speaker is going to say and stop listening?				
4. Repeat in your own words what the speaker has just said?				
5. Listen to the other person's viewpoint even if it differs from yours?				
6. Learn something from each person you meet, even if it is ever so slight?				
7. Find out what words mean when they are used in ways not familiar to you?				
8. Form a counter-argument in your head while the speaker is talking?				
9. Give the appearance of listening when you aren't?				
10. Daydream while the speaker is talking?				
11. Listen to the whole message – what the speaker is saying verbally and nonverbally?				
12. Recognise that words don't mean exactly the same thing to different people?				
13. Listen to only what you want to hear, blotting out the speaker's whole message?				
14. Look at the person who is talking?				
15. Concentrate on the speaker's meaning rather than how he or she looks?				

Listening Skills Self- Assessment

(continued)

Put an X in the appropriate column	Always	Most of the time	Occasionally	Almost never
16. Know which words and phrases you respond to emotionally?				
17. Think about what you want to accomplish with your communication?				
18. Plan the best time to say what you want to say?				
19. Think about how the other person might react to what you say?				
20. Consider the best way to make your communication (written, spoken, phone, memo, etc.) work?				
21. Think about what kind of person you're talking to (worried, hostile, disinterested, shy, stubborn, impatient)?				
22. Interrupt the speaker while he or she is still talking?				
23. Think "I assumed he or she would know that"?				
24. Allow the speaker to vent negative feelings toward you without becoming defensive?				
25. Practice regularly to increase your listening efficiency?				
26. Take notes when necessary to help you remember?				
27. Hear noises without being distracted by them?				
28. Listen to the speaker without judging or criticising?				
29. Restate instructions and messages to be sure you understand correctly?				
30. Paraphrase what you believe the speaker is feeling?				

Listening Skills Self- Assessment

SCORING INDEX

Circle the number that matches the time frame (always, most of the time, etc.) you checked on each of the 30 items on the self-evaluation. For example, if you put an X under “most of the time” for number 1, you would circle 2 in the “most of the time” column. Then, add the circled scores in each of the columns. Now, write the scores of each column in the lines under each time frame category.

	Always	Most of the time	Occasionally	Almost never
1.	1	2	3	4
2.	4	3	2	1
3.	1	2	3	4
4.	1	2	3	4
5.	1	2	3	4
6.	1	2	3	4
7.	1	2	3	4
8.	4	3	2	1
9.	4	3	2	1
10.	1	2	3	4
11.	1	2	3	4
12.	1	2	3	4
13.	4	3	2	1
14.	1	2	3	4
15.	1	2	3	4

Totals: _____

Total of items circled in each column:

Always _____
 Mostly _____
 Occasionally _____
 Almost Never _____

Grand Total _____

	Always	Most of the time	Occasionally	Almost never
16.	1	2	3	4
17.	1	2	3	4
18.	1	2	3	4
19.	1	2	3	4
20.	1	2	3	4
21.	1	2	3	4
22.	4	3	2	1
23.	4	3	2	1
24.	1	2	3	4
25.	1	2	3	4
26.	1	2	3	4
27.	1	2	3	4
28.	1	2	3	4
29.	1	2	3	4
30.	1	2	3	4

Totals: _____

Scoring:

110-120 Superior
 99-109 Above Average
 88-98 Average
 77-87 Fair

Listening Skills Self- Assessment

ASSESSMENT OF LISTENING QUALITIES – ACTION PLAN SAMPLE

Listening Qualities I Have

I am an expert at observing body language.

How I Know

I focus on maintaining eye contact when people speak to me and recognise when their words do not match their tone of voice and facial expressions.

Listening Qualities I Want to Develop

I want to get better at listening completely without planning what I'm going to say while waiting for the speaker to finish.

ASSESSMENT OF LISTENING QUALITIES – ACTION PLAN

Listening Qualities I Have

How I Know

Listening Qualities I Want to Develop

Adapted from Madelyn Burley-Allen, in *Coaching Conversations: Transforming Your School One Conversation at a Time*; Cheliotis and Reilly, 2010

Listening to Ourselves

When working with young people, we must take care of ourselves too. To hold the space for young people and be present physically, mentally and emotionally, we need to feel like we are in a good place; otherwise, we cannot support young people in the way we intend.

NHS Education for Scotland has created a Wellbeing Planning Tool to provide a framework for staff to identify warning signs when we are feeling stressed and suggest how to preserve our wellbeing.

STEP 1: KNOWING YOUR WARNING SIGNS

The first step to managing your wellbeing is recognising when you feel stressed and using the traffic light system on the worksheet on the following page to identify the point you may need to take action.

STEP 2: ACTIVELY MANAGING YOUR WELLBEING

We all respond differently to stress, and many ways to manage our wellbeing. You can use the suggestions on the worksheet in on page 68 to reflect on what works for you and what you can commit to doing to maintain your wellbeing.

Some additional suggestions are:

Meditation Apps:

Headspace, Waking Up, Calm, Smiling Mind

YouTube Channels:

Yoga with Adriene, Yoga with Olga

Wellbeing Apps:

HearMe, Tide, Wim Hof



Step 1: What are your personal warning signs?

What are my warning signs? What tells me I'm feeling stressed?	Physical	Psychological	Social
Red Feeling stressed, stop – time to do something straight away 			
Amber Feeling a little stressed, time to do something different 			
Green I'm ok, no need to do anything differently 			

Step 2 Wellbeing plan: What do I commit to doing to protect my wellbeing when I notice any amber warning signs?

My amber warning signs are:

When I notice them, to protect my wellbeing I will:

	Physical: What will I do and not do?	Psychological: How do I want to think and feel?	Social: Who will I connect with? Who will I talk to about how I am feeling?
At home:			
At work:			