

HURIER Listening Profile

Complete the listening questionnaire on the following pages. Each question corresponds with one of the six listening components you learned about in Chapter 1: Hearing, Understanding, Remembering, Interpreting, Evaluating, and Responding.

It might be fun, before you go any further, to guess how you will do.

I think I will score highest on the component of _____.

I will probably score lowest on the component of _____.

Respond to each of the following questions concerning *your perceptions* of your listening behavior. Write the appropriate number in the blank to your left, using the following key.

Key: 5= almost always
4 = usually
3= sometimes
2 = infrequently
1 = almost never

1. ____ I am constantly aware that people and circumstances change over time.
2. ____ I take into account the speaker's personal and cultural perspective when listening to him.
3. ____ I pay attention to the most important things going on around me.
4. ____ I accurately hear what is said to me.
5. ____ I understand my partner's vocabulary and recognize that my understanding of a word is likely to be somewhat different from the speaker's.
6. ____ I adapt my response according to the needs of the particular situation.
7. ____ I easily follow conversations and can accurately recall which member contributed which ideas in small-group discussions.
8. ____ I consider my partner's personal expertise on the subject when she tries to convince me to do something.
9. ____ I do not let my emotions interfere with my listening or decision making.
10. ____ I can remember what the instructor has said in class even when it's not in the book.
11. ____ I recognize my "hot buttons," and don't let them influence my listening.
12. ____ I take into account the person's motives, expectations, and needs when determining the meaning of the message.

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13. ____ I provide clear and direct feedback to others.
14. ____ I let the speaker know immediately that he has been understood.
15. ____ I overcome distractions such as, the conversation of others, background noises, and telephones, when someone is speaking.
16. ____ I enter communication situations with a positive attitude.
17. ____ I am sensitive to the speaker's tone of voice in communication situations.
18. ____ I listen to and accurately remember what my partner says, even when I strongly disagree with his viewpoint.
19. ____ I encourage information sharing by creating a climate of trust and support.
20. ____ I concentrate on what the speaker is saying, even when the information is complicated.
21. ____ I consider how the speaker's facial expressions, body posture, and other nonverbal behaviors relate to the verbal message.
22. ____ I weigh all evidence before making a decision.
23. ____ I take time to analyze the validity of my partner's reasoning before arriving at my own conclusions.
24. ____ I am relaxed and focused in important communication situations.
25. ____ I listen to the entire message without interrupting.
26. ____ I make sure that the physical environment encourages effective listening.
27. ____ I recognize and take into account personal and cultural differences in the use of time and space that might influence listening effectiveness.
28. ____ I ask relevant questions and restate my perceptions to make sure I have understood the speaker correctly.
29. ____ I listen carefully to determine whether the speaker has solid facts and evidence or whether he is relying on emotional appeals.
30. ____ I am sensitive to my partner's feelings in communication situations.
31. ____ I have a wide variety of interests that help me approach tasks creatively.
32. ____ I distinguish between main ideas and supportive evidence when I listen.
33. ____ I am ready to focus my attention when a presenter begins her talk.
34. ____ I readily consider new evidence and circumstances that might prompt me to reevaluate my previous position.
35. ____ I can recall what I have heard, even when I am in a stressful situation.
36. ____ I take notes effectively when I believe it will enhance my listening.

Identifying Your Listening Profile

- Transfer your self-ratings for each question to the corresponding question numbers. For instance, if you gave yourself a 4 on Question 1, you would find Question 1, under Evaluating, and would put a 4 on the appropriate line. Continue for all 36 questions.
- Total the points you assigned for each of the six sets of questions.

Hearing	Interpreting	Understanding	Evaluating	Remembering	Responding
4____	2____	5____	1____	3____	6____
15____	12____	11____	8____	7____	9____
16____	14____	25____	22____	10____	13____
20____	17____	28____	23____	18____	19____
24____	21____	32____	29____	31____	26____
33____	30____	36____	34____	35____	27____
Total ____	Total ____	Total ____	Total ____	Total ____	Total ____

Let's look at what this information tells you about your self-perceptions regarding your listening behavior. Transfer your totals for each component to the *Total Points* column here. Rank order each of the six components according to your totals.

	Total Points	Rank
COMPONENT 1: Hearing	_____	_____
COMPONENT 2: Understanding	_____	_____
COMPONENT 3: Remembering	_____	_____
COMPONENT 4: Interpreting	_____	_____
COMPONENT 5: Evaluating	_____	_____
COMPONENT 6: Responding	_____	_____

Use the following guide to assess each skill area:

- 25 – 30 points: you see yourself as an excellent listener
- 20-25 points: you believe you are a good listener
- 15-20 points: you consider your listening skills adequate
- 10-15 points: you perceive some problems in your listening behavior