Harvard ManageMentor — COACHING TOOLS

Active Listening Self-Assessment

Are You an Active Listener?

Coaches who listen actively tend to get the most out of their coaching discussions and tend to be better coaches overall. Use this self-assessment to think about how actively you listen and to identify areas for improvement. Check the box next to the number in the column that best describes your listening habits.

While someone is talking, I:	Usually	Sometimes	Rarely
Plan how I'm going to respond.	1	3	5
Keep eye contact with the speaker.	5	3	1
Take notes as appropriate.	5	3	1
Notice the feeling behind the words.	5	3	1
Find myself thinking about other things while the person is talking.	1	3	5
Face the person who is talking.	5	3	1
Watch for significant body language (expressions, gestures).	5	3	1
Control fidgeting or other distracting habits.	5	3	1
Interrupt the speaker to make a point.	1	3	5
Am distracted by other demands on my time.	1	3	5
Listen to the message without immediately judging or evaluating it.	5	3	1
Ask questions to get more information and encourage the speaker to continue.	5	3	1
Repeat in my own words what I've just heard to ensure understanding.	5	3	1
Totals for each column	•	+	+
Grand Total =	=		
Scoring:			
49–65 = You are an active listener. 31–48 = You are a good listener with room for improvement. 13–30 = You need to focus on improving your listening skills.			
If you received a score between 13 and 48, develop a plan for strengthening your active listening skills. Write your ideas in the space below.			