

LISTENING AS THE COACH – A SELF EVALUATION

<i>My Listening Intent And Coaching Focus</i>	<i>Most of the Time</i>	<i>Frequently</i>	<i>Occasionally</i>	<i>Almost Never</i>
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Put an X in the appropriate column.

Do you:

- | | | | | |
|---|-------|-------|-------|-------|
| 1. Assume you know what the client is going to say and stop listening? | _____ | _____ | _____ | _____ |
| 2. Listen to the client's viewpoint even if it differs from yours? | _____ | _____ | _____ | _____ |
| 3. Form a question in your head while the client is speaking? | _____ | _____ | _____ | _____ |
| 4. Read email while the client is speaking? | _____ | _____ | _____ | _____ |
| 5. Listen to the whole message—what the client is really saying verbally and nonverbally? | _____ | _____ | _____ | _____ |
| 6. Concentrate on the client's meaning rather than what he or she is saying. | _____ | _____ | _____ | _____ |
| 7. Consider how the client might react to your advice or opinion? | _____ | _____ | _____ | _____ |
| 8. Interrupt the client while he/she is speaking? | _____ | _____ | _____ | _____ |
| 9. Allow the client to vent negative feelings without attempting to "fix". | _____ | _____ | _____ | _____ |
| 10. Take notes when necessary to help you to remember? | _____ | _____ | _____ | _____ |

**"When people talk, listen completely.
Most people never listen."**

— Ernest Hemingway: Was a 20th-century author

Scoring Index:

Circle the number that matches the time frame (most of the time, frequently, etc.) you checked on each of the 30 items of the self-evaluation.

Example: If you put an X under "frequently" for number 1, you would circle 2 in the "frequently" 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.

	<u>Most of the Time</u>	<u>Frequently</u>	<u>Occasionally</u>	<u>Almost Never</u>
1..	1	2	3	4
2..	4	3	2	1
3.	1	2	3	4
4.	1	2	3	4
5..	4	3	2	1
6..	4	3	2	1
7..	4	3	2	1
8..	1	2	3	4
9..	4	3	2	1
10.	4	3	2	1
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Totals	=====	=====	=====	=====

Total of all four columns: _____

- 36-40 Superior
- 31-35 Above Average
- 25-30 Average
- 19-24 Fair

Action Plan for the Coach: *Re-examine your responses. What questions do you feel you want to modify and/or improve upon? Pick three to start working on.*

1. _____
2. _____
3. _____