

Overview:

The Effective Listening Inventory is a self-scoring 18-question instrument. Given its self-scoring nature, this assessment will help individuals or teams develop greater awareness of the components of active and empathic listening. Used in tandem with a debrief or as a discussion starter, it may also create awareness of others' listening skills or help trigger empathy.

Note: This is a formative assessment instrument. It is intended to be used to demonstrate to the learner that effective communication is not just about talking. If you intend to use this instrument as a summative instrument it is best to use the "retrospective pre-test" method, described more fully [on this evaluation blog](#).

If you would like to know more about the difference between formative and summative assessment, see [this explanation](#) from Carnegie Mellon University's Eberle Center for Teaching Excellence and Educational Innovation.

Objectives:

This assessment measures:

1. Four modes of receiving verbal information: receptive listening, consensus-based listening, exploratory listening, and action listening.

Background Information:

This inventory was adapted by Katherine N. Yngve, CILMAR, from two research articles on assessing effective listening and active empathetic listening (see citations below).

Time:

10 minutes

Group Size:

Entire group

Materials:

An electronic or paper copy of the instrument and a self-scoring sheet for each participant (see [Downloads](#)) and a writing utensil.

Intercultural Development Continuum Stages:

- Denial
- Polarization
- Minimization
- Acceptance

AAC&U Intercultural Knowledge and Competence Goals:

Verbal and Nonverbal Communication:

- To articulate a complex understanding of cultural differences in verbal and nonverbal communication (e.g., demonstrates understanding of the degree to which people use physical contact while communicating in different cultures or use direct/indirect and explicit/implicit meanings).
- To skillfully negotiate a shared understanding based on these differences.

Other Skills:

Teamwork

Activity Instructions:

1. Ensure each participant has a copy of the inventory and the self-scoring sheet.
2. Participants will use a six-point scale to indicate the degree to which each statement on the inventory represents their typical listening behaviors.
3. Once they have completed the inventory, they should tally their points according to the directions on the self-scoring sheet. They will end up with four different scores for receptive listening, consensus-based listening, exploratory listening, and action-oriented listening.
4. The facilitator may choose to debrief after participants have tallied their scores and discuss the importance of these four aspects of effective listening and strategies for improving their scores.

Related Tools:

Similar tools:

- [ICEdge](#)

Tools to use in conjunction with this assessment:

- [Are You Listening?](#)
- [Can Anyone Hear Me?](#)
- [Listening Deeply for Values](#)