

LISTENING SKILLS ASSESSMENT

	Consistently	Inconsistently	Not observed
Makes effective eye contact throughout the interaction			
Uses appropriate facial expressions that encourage the speaker to continue			
Summarizes in own words what the other party is saying			
Appears to place his/her full attention on the speaker			
Patiently waits until the other party has stopped speaking to respond			
Asks clarifying questions that increase understanding of the speaker's intentions			
Ask questions that increase understanding of the speaker's motivations			
Suspends judgment or criticism of the speaker's positions or views			
Avoids becoming defensive of anything the speaker has communicated			
Draws appropriate conclusions about the speaker's values from what is said			
Displays genuine curiosity about what the speaker has to say			
Remembers and recalls details of the speaker's points during the conversation			
Minimizes potential distractions in the environment, to the extent possible			
Notices what the speaker is not saying and inquires about it			
Avoids speaking about her/his own point of view, stories, or examples			
Works to minimize interruptions from people and technology			