



Coaching for Innovation: Tools and Techniques for Encouraging New Ideas in the Workplace

By Cristina Bianchi and Maureen Steele
 First published 2014 by Palgrave Macmillan

Mindful Listening Self–Awareness Questionnaire

Please rate the following statements:

	Strongly disagree	Disagree	Neither Agree / Disagree	Agree	Strongly agree
1. Being good at listening is as important as being good at speaking.					
2. I tend to make eye contact with the person I'm listening to.					
3. I usually interrupt the speaker when I have something interesting to say.					
4. I find it easy to grasp the meaning of what other people tell me.					
5. When I listen I find it difficult to remain objective and separate out the emotions from the facts.					
6. When someone is speaking to me, I often think of something else.					
7. It's important to me to make an effort to fully understand what the other person is saying.					
8. When someone is talking to me, I'm thinking about what I want to say next.					
9. I tend to change the subject in order to speak about things that are important to me.					
10. I am uncomfortable with silence.					
11. From time to time I restate what the other person has said in order to make sure that I have understood.					
12. I am usually interested in what others have to say.					
13. When I listen to someone I am aware of what they are saying as well as how they are saying it.					
14. Non-verbal signals (voice tone, posture, gestures, facial expressions) have a strong impact on how any communication is received and understood.					
15. I struggle to know how to react when the other person expresses strong emotions.					
16. I use my non-verbal signals to actively show that I am really listening.					
17. I reflect back what the other person has said in order to show that I have listened.					
18. I frequently make judgements about what the other person is saying.					
19. When I am not sure about what is meant, I ask clarifying questions.					
20. I let the other person express their feelings without being critical.					



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Rating: circle your responses and add up your total

Question	Strongly disagree	Disagree	Neither agree / disagree	Agree	Strongly agree	My score
1.	1	2	3	4	5	
2.	1	2	3	4	5	
3.	5	4	3	2	1	
4.	1	2	3	4	5	
5.	5	4	3	2	1	
6.	5	4	3	2	1	
7.	1	2	3	4	5	
8.	5	4	3	2	1	
9.	5	4	3	2	1	
10.	5	4	3	2	1	
11.	1	2	3	4	5	
12.	1	2	3	4	5	
13.	1	2	3	4	5	
14.	1	2	3	4	5	
15.	5	4	3	2	1	
16.	1	2	3	4	5	
17.	1	2	3	4	5	
18.	5	4	3	2	1	
19.	1	2	3	4	5	
20.	1	2	3	4	5	
					My Total	

Results

- 100-80.....** You not only listen but you do it actively. Well done!
- 60 – 80.....** Your listening skills are sound. You might want to consider what you could improve to become even better.
- 40 – 60.....** Your listening skills need some work. You need to listen more proactively and focus more on the other person.
- 20 – 40.....** Listening is not your strength. Clearly you need to develop your skills as well as revisit some of your basic assumptions about the importance of listening in communication.