

How Approachable Are You?	Always	Usually	Sometimes	Rarely	Never
I truly enjoy listening to other people.					
The age, sex, education, or appearance of a speaker does not affect how I listen.					
I listen, even if I don't particularly like the speaker.					
I believe everyone has something worthwhile to say and listen with equal attention to business acquaintances, friends, and managers.					
I stop what I'm doing to concentrate on listening to the speaker.					
I always establish eye contact with the speaker and give that person my full attention, no matter what else may be on my mind.					
I try to make the speaker feel comfortable and at ease, physically and mentally.					
My facial expressions, gestures, and posture are warm and friendly.					
I encourage people to talk by giving verbal feedback and asking questions.					
I never interrupt.					
I never monopolize a conversation.					
I am sensitive to a speaker's body language.					
I listen past the words someone is using, to try to understand the feelings and meanings the speaker is trying to express, and check to be sure I understand					
I ask for clarification of words and ideas when I'm in doubt.					
I make mental notes of the speaker's main points.					
I do not make judgments or form opinions about what someone is saying until I've heard everything.					
I respect everyone's right to an opinion, even if I disagree with it.					
I look for areas of agreement and de-emphasize points of disagreement.					
I view every conflict as a challenge to understand others better.					
I recognize that listening is a skill and I try to develop it daily.					
Total count per column:					
Multiplier:	X 5	X 4	X 3	X 2	X 1
Column score = total count x multiplier:					
Grand score = add column scores:					