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# Personal Listening Profile®



Name

Date







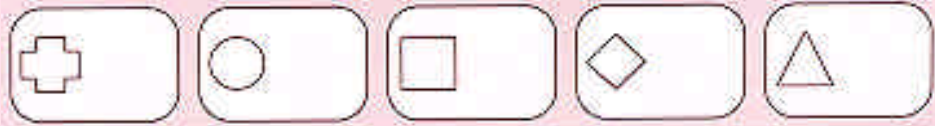
# Response Page-Counting and Recording

Personal Listening Profile®







54. Sometimes I don't care about the details; it's just my overall impression and feelings that matter.
- 
55. I try my best to eliminate distractions during a conversation.
- 
56. It's important for me to know the main message.
- 
57. I listen to the feelings and emotions that are expressed.
- 
58. I recognize when someone is saying one thing but means another.
- 
59. I can easily relate to other people's emotions.
- 
60. I like to listen to someone who makes listening fun.
- 

Not Like Me	Somewhat Unlike Me	Somewhat Like Me	Like Me

## Tally Box Page 5



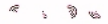
### Instructions

- 1 Tear out the perforated area in the lower right of this page to reveal the **Grand Total Tally Box** on page 7.
- 2 Add the numbers appearing in the  symbols on page 2. The numbers will range from 1 to 4. Be sure to add the total number; don't count the number of symbols. Write your total score in the **Tally Box** on the bottom of page 2, next to the . See **Example B**.  
  
Follow the same procedure for adding the numbers on page 2 for    .
- 3 Continue adding the numbers that occur with the symbols on pages 3, 4, and 5. Write your total scores for symbols on page 3 in the **Tally Box** on the bottom of page 3. Write your total scores for symbols on page 4 in the **Tally Box** on the bottom of page 4. Write your total scores for symbols on page 5 in the **Tally Box** at the bottom of the questions on page 5 (above).
- 4 Add your score for each symbol from the four **Tally Boxes** and write them in the **Grand Total Tally Box**.



# Overview

## Personal Listening Profile®



Effective communication depends on the clarity, speech style, and tone conveyed by the person sending the message, as well as the ability of the listener to attend to the message. But listening effectively is more than just hearing. Listening is the ability to receive and interpret verbal messages and other cues, like body language, in order to respond in ways that are appropriate to the purpose.

For example, if the message is factual, our purpose is to get all of the information, so we listen and respond with concentration and attention to details. If the message is entertaining, our purpose is to enjoy, so we listen and respond in a relaxed and open manner. If the message is intended to persuade us, our purpose is to make a decision based on the information, so we listen and respond analytically.

But it is estimated that people filter out or change the intended meaning of what they hear in 70 percent of

all communications. The biggest contributing factor to miscommunication is using a Listening Approach that is not appropriate for either the environment or the message being communicated.

Research shows that people listen with a natural or preferred approach. Developing the ability to use a Listening Approach that is appropriate to a specific situation helps us listen more effectively to a variety of topics, for example, job responsibilities, recreational activities, or personal relationships.

The purpose of the *Personal Listening Profile*® is to help you identify your preferred Listening Approach, or attitude. You will also develop an appreciation for other Listening Approaches that may be more effective in different environments or situations for communication purposes. With this knowledge, you will be able to develop a more effective communication strategy when listening to others in a variety of environments.

The *Personal Listening Profile*® identifies five purposes in listening:

**Appreciative • Empathetic • Comprehensive • Discerning • Evaluative**






**Feeling-Oriented**

**Fact-Oriented**

To listen effectively, both the sender and the listener can adjust their responses to what is heard. As a result, the listener's responses become more appropriate to what the sender intends to communicate. Listening is a key ingredient of effective communication because it guides the participant toward appropriate responses.






# Plotting

## Personal Listening Profile®

Level 3	48	48	48	48
	46	46	46	44
Level 2	44	44	44	42
	42	42	43	40
	41	41	42	39
		40	41	
			40	
	40	39	39	38
Level 1	39		38	37
	38	38	37	36
	37	37	36	35
	36	36	35	34
	35	35	34	33
	34	34	32	31
	33	33	31	30
	32	32	30	29
	30	31	29	28
	24	29	26	25
	24	24	21	18
				
				

### Instructions

- 1 Use the numbers from the **Grand Total Tally Box** to plot the **Listening Graph**. Plot the number for each symbol in the appropriate column. Estimate the plotting point if a specific number is not shown on the graph.
- 2 Draw a line connecting your five plotted points.

Grand Total Tally Box	
	
	
	
	
	

# Listening Approaches

## Personal Listening Profile®

Your **Listening Profile** illustrates how often you use certain **Listening Approaches-most** of the time, some of the time, or not very often. To communicate most effectively, you want to use the Listening Approach that is most appropriate for the environment or message being communicated.

There are **three primary factors** to consider when choosing the Listening Approach for an environment: **Focus, Motivation, and Behavioral Indicators.**

### Focus:

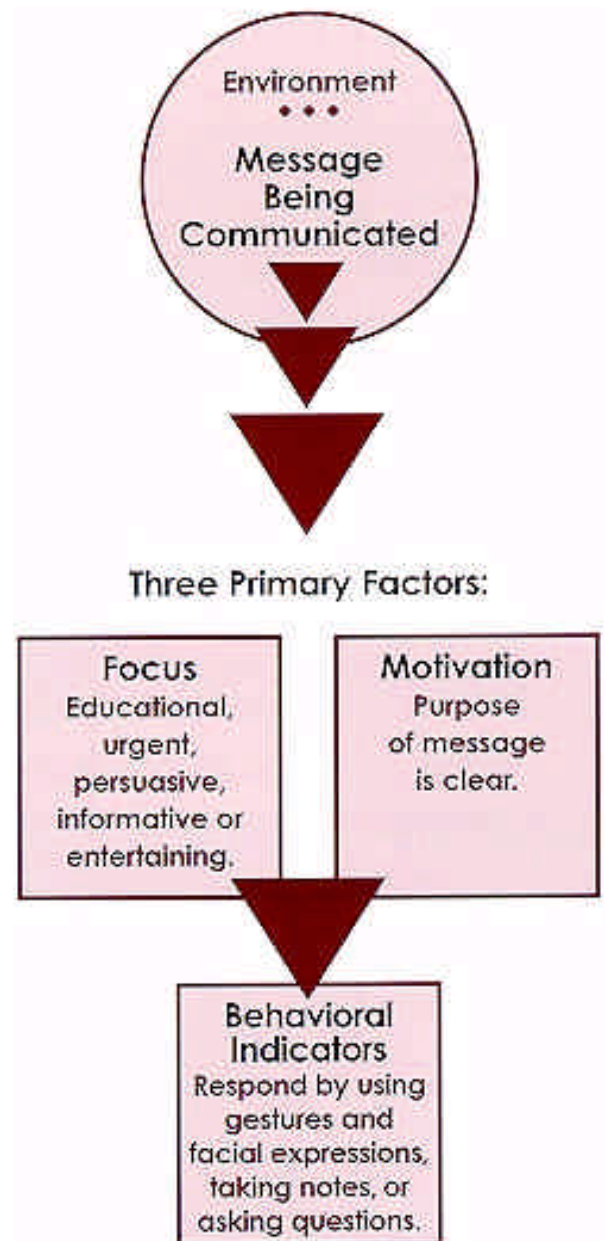
Understanding the primary purpose of the communication is critical to effective listening. Is the message educational, urgent, persuasive, informative, or entertaining? By understanding what the focus of the communication is, the listener can choose a responsive focus that is appropriate to the sender's purpose.

### Motivation:

When the purpose of the communication is clear, the listener can identify their motivation to listen. The listener can consciously and actively respond in the communication process.

### Behavioral Indicators:

Listeners need to be aware of and use appropriate verbal and nonverbal communication signals, or behavioral indicators, that are observed by the sender. When appropriate behavioral indicators are sent such as making gestures or facial expressions, taking notes, or asking questions-the communication between the sender and receiver is more likely to be a positive experience.



## Instructions

- 1 Detach page 7 along the perforation.
- 2 Look at your **Listening Graph** on page 7. Circle the peak(s) of the five plotted points. If two or more points are equally high, circle both points. **See Example C.**
- 3 Draw a square around the lowest plotted point(s). If two or more plotting points are equally low, draw a square around all low points. **See Example C.**

- 4 Rub a metal object or coin over the five boxes at the top of the **Listening Graph** on page 7. The five Listening Approaches are revealed.
- 5 Look at your graph. Identify the Listening Approaches plotted in **Level 3**. These attitudes, or approaches, are your most natural Listening Approaches-the ones you use most of the time.

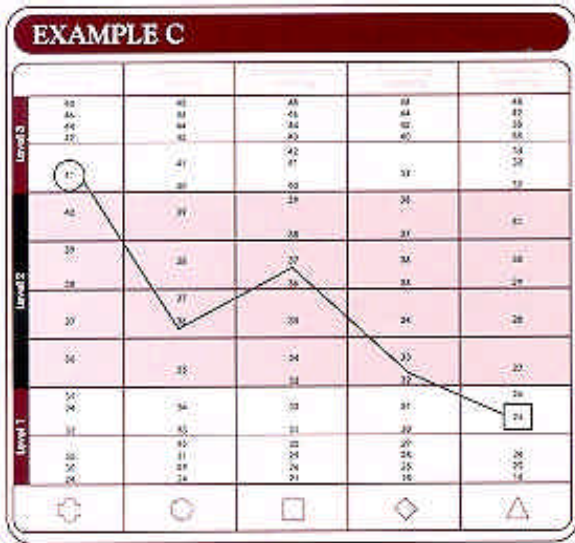
Write the Listening Approaches for **Level 3** on the **Step 5: Recording Your Listening Approaches** grid at the bottom of this page.

- 6 Read about your **Level 3** Listening Approaches on pages 10 through 14. Then complete the **Take Action** section(s) to ensure that you are using the most appropriate Listening Approach in various environments.
- 7 Repeat the same process for your **Level 2** and your **Level 1** Listening Approaches.

**Level 2** contains Listening Approaches you are likely to use some of the time.

**Level 1** contains your least used Listening Approaches. Although you may use these Listening Approaches when communicating with others, typically, you use them less often than other approaches.

- 8 Turn to page 15 to complete your **Personal Development Plan**.

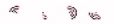


## Step 5: Recording Your Listening Approaches

Level 3 Most Likely to Use	Level 2 Likely to Use	Level 1 Least Likely to Use

# Listening Approaches

Personal Listening Profile®



## Appreciative

### Description:

People with a preference to appreciate while listening want to enjoy the listening experience. Since these listeners like to be entertained, they are more likely to pay attention to others if they enjoy their presentation.

Appreciative Listeners listen for inspiration and prefer listening to speakers who make them feel good about themselves, which helps them relax. Appreciative Listeners are also more likely to listen if the speaker is enjoying his or her performance. Appreciative Listeners care more about the overall impression of the speaker than the details being presented.

### Appropriate Environment:

Enjoyment of a concert, conversation, or pleasurable event

#### Focus

- To relax and enjoy the experience

#### Motivation

- To be entertained
- To be inspired
- To enjoy
- To find humor in the situation

#### Behavioral Indicators

- Pays attention to the context and style of presentation
- Responds visibly to color, sound, language, and rhythm
- Finds the humor in the message
- Identifies with the pleasure of the sender
- Relaxes

## Take Action

In what situations or environments would I use *Appreciative Listening*?

How can I improve my use of *Appreciative Listening*?

# Listening Approaches

Personal Listening Profile®



## Empathic

### Description:

People with a preference to empathize while listening want to provide the speaker with a sounding board to offer support and reflection. Since Empathic Listeners are patient listeners, they tend to listen to the feelings and emotions that are revealed. They find it easy to relate to a speaker's feelings and may recognize what a speaker wants even before the speaker sees it clearly.

Empathic Listeners reflect what they hear others saying and let others know that they care about what has been said. As a result, Empathic Listeners are often approached by people who want to "let off steam." If asked for advice, however, the Empathic Listener will encourage others to decide for themselves.

### Appropriate Environment:

Counseling a friend, providing an opportunity for someone to "let off steam" or express their feelings

#### Focus

- To support the sender as he or she talks through concerns

#### Motivation

- To provide an opportunity for someone to express thoughts and feelings
- To accept the message without judging
- To learn from other people's experiences

#### Behavioral Indicators

- Lets the sender know they care
- Lets the sender do the talking
- Shows interest
- Asks open-ended questions
- Remains relatively silent, not offering solutions immediately

## Take Action

In what situations or environments would I use *Empathetic Listening*

How can I improve my use of *Empathetic Listening*?



# Listening Approaches

Personal Listening Profile®



## Comprehensive

### Description:

People with a preference to comprehend while listening relate what they hear to what they already know by organizing and summarizing. They are good at recognizing key points and links between one message and another, even when a speaker is disorganized.

Comprehensive Listeners listen for how a speaker develops the arguments, so that they understand the rationale of the argument. They may ask questions to clarify a speaker's intention and relate what they hear to their own experience in order to better understand the message. Comprehensive Listeners can generally figure out what people intend to say, even if the speaker is not explicit. They can also recognize when someone is saying one thing and meaning something else. Comprehensive Listeners can tell when an individual does not understand what has been said, and they will be able to re-explain it more clearly.

### Appropriate Environment:

Taking direction from someone, determining what to do

#### Focus

- To organize and make sense of information

#### Motivation

- To relate the message to personal experience
- To understand the relationships among the ideas
- To determine the rationale of the speaker's argument
- To listen for the main idea and supporting ideas

#### Behavioral Indicators

- Elaborates on what has been said
- Asks for clarification of the sender's intended message
- Brings up related issues
- Summarizes
- Explains the message to others in their own words

## Take Action

In what situations or environments would I use *Comprehensive Listening*?

How can I improve my use of *Comprehensive Listening*?



# Listening Approaches

Personal Listening Profile®



## Discerning

### Description:

People with a preference to discern while listening want to make sure they get all the information. They frequently take notes on what a speaker says so that they will not forget it. Discerning Listeners want to know what the main message is, and they focus closely on any presentation or conversation.

In addition to the message, Discerning Listeners usually remember the speaker's appearance, behavior, and voice. Discerning Listeners find distractions very annoying and will do their best to eliminate them. They will likely tune out if there are too many distractions at any time while listening.

### Appropriate Environment:

Learning, gathering information

#### Focus

- To get complete information

#### Motivation

- To determine the main message
- To sort out the details
- To decide what is important
- To make sure nothing is missed

#### Behavioral Indicators

- Takes notes
- Asks for clarification
- Concentrates
- Eliminates distractions
- Repeats to confirm accuracy

## Take Action

In what situations or environments would I use *Discerning Listening*?

How can I improve my use of *Discerning Listening*?

# Listening Approaches

Personal Listening Profile®

2 3 4 5

## Evaluative

### Description:

People with a preference to evaluate while listening tend to look for the facts that support a speaker's comments. They do not accept something as true just because an expert says it. Evaluative Listeners listen for how a speaker develops the arguments in order to critique the message.

Evaluative Listeners try to figure out the speaker's intention before responding to the message and may mentally "argue" with the speaker. They will listen until they know what the speaker is saying, and then they will reply. If Evaluative Listeners do not like what a speaker is saying, they quit listening. Evaluative Listeners also tend to be skeptical of a speaker who is overly enthused about something. They think about how they would present the speaker's message differently.

### Appropriate Environment:

Making a decision, voting, drawing conclusions

#### Focus

- To make a decision based on the information provided

#### Motivation

- To relate what is heard to their personal beliefs
- To question the sender's motives
- To support the message with facts
- To accept or reject the message

#### Behavioral Indicators

- Actively agrees or disagrees
- Responds selectively
- Expresses skepticism
- Gives the sender advice
- Quits listening

## Take Action

In what situations or environments would I use *Evaluative Listening*?

How can I improve my use of *Evaluative Listening*?



# Personal Development Plan

## Personal Listening Profile<sup>®</sup>



The *Personal Listening Profile*<sup>®</sup> helps you understand and improve your listening skills by discovering your Listening Approach ...your natural way of listening. By capitalizing on your listening strengths and exploring other Listening Approaches and their appropriate use in different situations, you'll overcome communication barriers and develop a willingness to listen actively and positively.

This information can contribute to your personal success by both increasing self-awareness and developing insight into the Listening Approaches of others.

Complete this Personal Development Plan by focusing on a situation or environment in which you have experienced miscommunication.

The situation or environment in which I have experienced miscommunication is/was:

What Listening Approach may have been more appropriate for this situation?

What behavioral indicators can I use that will improve my listening in this situation?

How can I use this information to increase my communication effectiveness? List action strategies below.



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