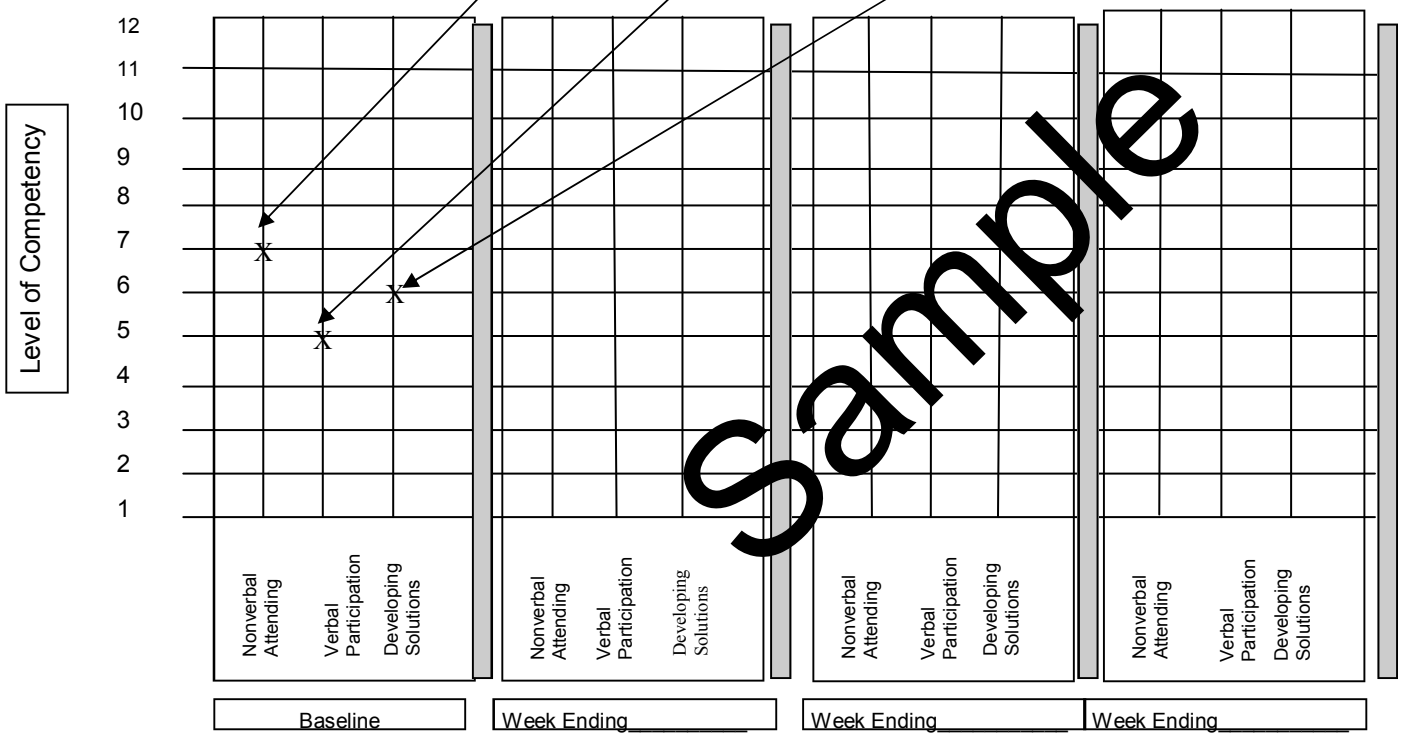
Level of Competency

Usually 66-100% 3 pts.	Sometimes 34-65% 2 pts.	Seldom 0-33% 1 pt.

Listening Competency	Level Score
Nonverbal Attending	
Sets aside distractions when someone talks with me.	1
Maintains comfortable eye-contact during a conversation.	3
Takes notes (insure message was received).	1
Comments on non-verbal messages, general tone, body posture, coloring, emotional state i.e. "You sound upset, are you?"	2
Subscale Total: Nonverbal Attending	7
Verbal Participation	
Nods and say "uh-uh" when others are talking.	1
Rephrases at least twice to insure understanding of the message.	1
Summarizes at least twice during conversation.	1
Asks clarifying questions to enrich understanding of the message.	2
Subscale Total: Verbal Participation	5
Developing Solutions	
Asks for desired outcome from the conversation? For instance, "What would you like as a result of this conversation."	1
Explores at least two options for choices of action.	2
Agrees on action points in a conversation.	2
Follows up a progress toward action(s).	1
Subscale Total: Developing Solutions	6

X=self-scoring
O=observer average
Add sub-scale totals and
Divide by number of Observers

Listening Feedback Scoring Chart



Sample