

Listens Generously – For Declared Behaviour Measurement

Circle appropriate response:

Topic	Score
Not interrupting	<p>1 – The leader shows consistent interrupting behaviour</p> <p>2 – There were quite a few examples of interruptions described and the individual was clearly impacted</p> <p>3 – There were quite a few examples of interruptions described and the individual was not obviously impacted</p> <p>4 – There were minimal (one or two) examples of interrupting, and it did not appear to adversely impact the individual</p> <p>5 – There was no interrupting at all described during the measurement</p>
Paying attention to the speaker, including not checking phone, email	<p>1 – The leader shows consistent inattention to the individual during interactions</p> <p>2 – There were quite a few examples of attention being diverted away from the individual and the individual was clearly impacted</p> <p>3 – There were quite a few examples of inattention and the individual was not obviously impacted</p> <p>4 – There were minimal (one or two) examples of a lack of attention by the leader, and it did not adversely impact the individual</p> <p>5 – The leader constantly pays attention to the individual</p>
Using body language that tells the speaker they are listening	<p>1 – The leader’s body language appears to the individual to be closed and disinterested</p> <p>2 – There were quite a few examples of disinterested and closed body language and the individual was clearly impacted</p> <p>3 – There were quite a few examples of disinterested and closed body language, and the individual was not obviously impacted</p> <p>4 – The leader’s body language appeared reasonably engaging</p> <p>5 – The leader’s body language appeared engaging and the individual appeared to respond</p>
Giving time to the speaker	<p>1 – The leader spoke over or immediately after the individual finished a sentence</p> <p>2 – There were quite a few examples when the leader did not give a pause after the individual stopped talking and the speaker was clearly impacted</p> <p>3 – There were quite a few examples when the leader did not give a pause after the individual stopped talking and it did not appear to adversely impact the individual</p> <p>4 – There were minimal (one or two) examples of no, or minimum time given to the individual and it did not appear to adversely impact the individual</p> <p>5 – The leader always paused for at least a couple of seconds after the individual stopped talking before responding</p>

Topic	Score
Summarising before moving on and using the speaker's words in a response	<p>1 – The leader never summarised the last part of the individual's words before responding</p> <p>2 – There were few examples of the leader summarising or using the individual's words during responses and interruptions and the individual was clearly impacted</p> <p>3 – There were few examples of the leader summarising or using the individual's words during responses and interruptions and the individual was not obviously impacted</p> <p>4 – There were quite a few examples of summarising by the leader and the listener using the individual's words during responses.</p> <p>5 – The leader nearly always summarised the last part of the individual's words before responding</p>
Adding to the conversation	<p>1 – The leader's response bore no relationship to the last message of the individual</p> <p>2 – The leader's response bore only a limited relationship to the last message of the individual</p> <p>3 – The leader's response bore some relationship to the last message of the individual and the individual seemed to acknowledge this</p> <p>4 – There were a number of examples of the leader attempting to link their response to the recent message of the individual</p> <p>5 – There were numerous examples of the leader building on the word of the individual during the measurement</p>
Total	