Listens Generously – For Observed Behaviour Measurement

Circle appropriate response:

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

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