

## Effective Listening, Teamwork & Leadership Inventory (ELTLI)

Please use the six-point scale to indicate the degree to which each statement represents your typical listening behaviors

	1) not at all	2) low degree	3) somewhat low degree	4) somewhat high degree	5) high degree	6) very high degree
1. I pay attention to what is <b>not</b> being said.						
2. I try to be aware of when people are engaged in the conversation & when they're not.						
3. I pay attention to the tone of the conversation.						
4. I try to fully understand perspectives that differ from mine.						
5. I show others that I am listening through my body language.						
6. I explore other people's worries and concerns.						
7. I encourage people to ask questions.						
8. I feel I am able to identify a person's greatest worry or concern about an issue and the reason why.						
9. I try to keep people talking about their issues, even when I am having a busy or stressful day.						
10. I work to clarify goals we can agree upon without feeling pressured.						
11. I explain reasons or rationales for things I propose.						
12. I check that the other person has understood what I said.						
13. I pay particular attention to nonverbal cues when I don't know a person well.						
14. I strategize about how to reach a shared perspective or jointly agreed upon decision.						
15. I acknowledge that others' concerns are legitimate, to make them feel heard.						
16. I work to create a shared vision of a desired end outcome.						
17. I encourage other people to lead the pace and direction of the conversation.						
18. I invite others to engage in joint action-planning.						

**Turn this sheet over to self-score and identify your own listening behavior strengths**

*This instrument draws upon research into what makes an effective professional in the health sciences & in business/marketing contexts. Specifically: King, Servais, Bolack, Shepherd & Willoughby, 2011 and Drollinger, Comer & Warrington, 2006*



## Self-Scoring Sheet: Effective Listening, Teamwork & Leadership Inventory (ELTLI)

### Receptive Listening:

Often called "attentive listening" or "deep listening," receptive listening can be also thought of as "data-gathering." The intent is to gain a fully nuanced understanding of the other person's concerns, situation & expectations. Since many people will not verbalize all of these easily; effective listeners and team leaders train themselves to pay attention to non-verbal information.

Total the point-count of your responses to questions 1-5 to obtain your receptive listening score.

Receptivity Score

### Consensus-Based Listening:

The intent is establish common ground and a shared perspective. It is the antithesis of "majority rules" and realizes that one often has to offer a compromise from your own perspective before others are willing to reconsider their own perspective. It creates trust and facilitates effective, long-lasting partnerships.

Total the point-count of your responses to questions 10-14 to obtain your Consensus-Buiding score.

Consensus Score

### Exploratory Listening:

Exploratory listening includes both encouraging others and reality-checking your impressions. It seeks both open dialogue and precision of information sharing. Non-verbal information (data) nevertheless remains as important as verbalized information; particularly with individuals of non-equal status or in contexts when information sharing may be embarrassing or emotional for any one individual.

Total the point-count of your responses to questions 6-9 to obtain your Exploratory Listening score.

Exploratory Score

### Action-Oriented Listening

In team situations, discussion of divisive topics or culture-crossing contexts, it is nearly always a mistake to move to action-oriented listening (or, worse yet, action-based discussion) too soon. Moving towards a next-step discussion should come after trust has been built from using the other three listening modes. This allows buy-in before joint action-planning.

Total the point-count of your responses to questions 15-18 to obtain your Action Orientation score.

Action-Orientation





