



# Listen Actively: The Interview

## Overview

The purpose of this assessment is to give you an opportunity to demonstrate your active listening skills, which include the ability to “hear” what is being communicated both verbally and nonverbally and to reflect your understanding back to the speaker without offering advice or imposing judgment.

## Directions

For this assessment, you will need to enlist the help of a friend or classmate, who will play the role of someone describing a difficult personal or work situation. **Prior to the assessment**, review and practice the steps of active listening: paraphrasing; asking questions; expressing empathy; using engaged body language; avoiding judgment; and avoiding giving advice. When you are ready, record the interaction, which should be limited to 3 minutes.

## Rubric

Criteria	Description	Yes	Not Yet
Paraphrases speakers concerns	<i>You use other words to reflect what the speaker has said</i>		
Asks clarifying questions	<i>You demonstrate that you have been paying attention by asking relevant questions</i>		
Expresses empathy	<i>You put yourself in the shoes of the speaker</i>		
Uses body language to show engagement	<i>You use your own body language and gestures to convey your attention</i>		
Refrains from giving advice	<i>You focus on what the speaker is saying</i>		