

## Effective qualitative interviewing quiz.

How good are you at?.....

	OK	Could do better/more	Do well
<b>Setting expectations and ground rules</b>			
<b>Creating a safe climate</b>			
<b>Being transparent and non-judgmental</b>			
<b>Using a range of methods to help people express themselves</b>			
<b>Probing for hidden meanings and emotions</b>			
<b>Interpreting what you hear</b>			
<b>Listen powerfully and devising new questions on the spot</b>			
<b>Unearthing insights and/or big ideas</b>			
<b>Noticing contradictions that don't ring true</b>			
<b>Accounting for cognitive and social biases</b>			
<b>Probing to get beyond rationalisations</b>			
<b>Having a neutrality that avoids biasing respondents</b>			
<b>Handling defensive behaviour, talkers and non-talkers, keep unexpected issues from sabotaging the group</b>			
<b>Handling sensitive topics with diplomacy</b>			
<b>Managing energy levels</b>			
<b>Being considerate and respectful of respondents and their differences</b>			
<b>Having fun</b>			

# Listening Skills Checklist

	4 Always	3 Often	2 Seldom	1 Never
I make sure I understand the vocabulary used by the speaker	4	3	2	1
I paraphrase what the speaker has said to check understanding	4	3	2	1
I observe the body language of the speaker	4	3	2	1
I let the speaker finish before replying	4	3	2	1
I encourage the speaker by nodding and other non-verbal cues	4	3	2	1
I make encouraging noises – I see, uhm, tell me more, etc	4	3	2	1
I disregard the speaker's dress and appearance	4	3	2	1
I am alert to the speaker's underlying feelings as well as the facts	4	3	2	1
I keep my mind on what the speaker is saying	4	3	2	1
I summarise my understanding of the conversation	4	3	2	1
I mirror the speaker's body language when I can and if appropriate	4	3	2	1
I consider the speaker's point of view	4	3	2	1
I feel I can understand how the speaker feels even if I wouldn't feel that way	4	3	2	1
I make appropriate eye contact with the speaker, if I can	4	3	2	1
TOTAL				

- If your score is 51-56, you are either a brilliant listener or you have cheated
- 30- 50 - you are good at using body language and you are an active listener.
- 15-30 - There is room for improvement – you are probably aware of your weak points
- Less than 30 – do the following exercise. It's a sentence completion – write quickly the first thing that comes into your head.

I switch off when someone is talking and they.....

If I can't have my say in a conversation I feel.....

If I can't understand what someone is saying I.....

I feel nervous listening to someone when.....

Habits I find irritating in a speaker include.....

If a speaker is not very bright I.....

Things that distract me when I am listening are.....

When a speaker talks about emotions I.....

When people I talk to don't know as much about the subject as I do, I .....

**Use your answers to help you consider in what ways you could improve your listening** (perhaps share with a colleague or a coach?)

**Adapted from Compendium of Questionnaires and Inventories, Sarah Cook, Gower, Aldershot**