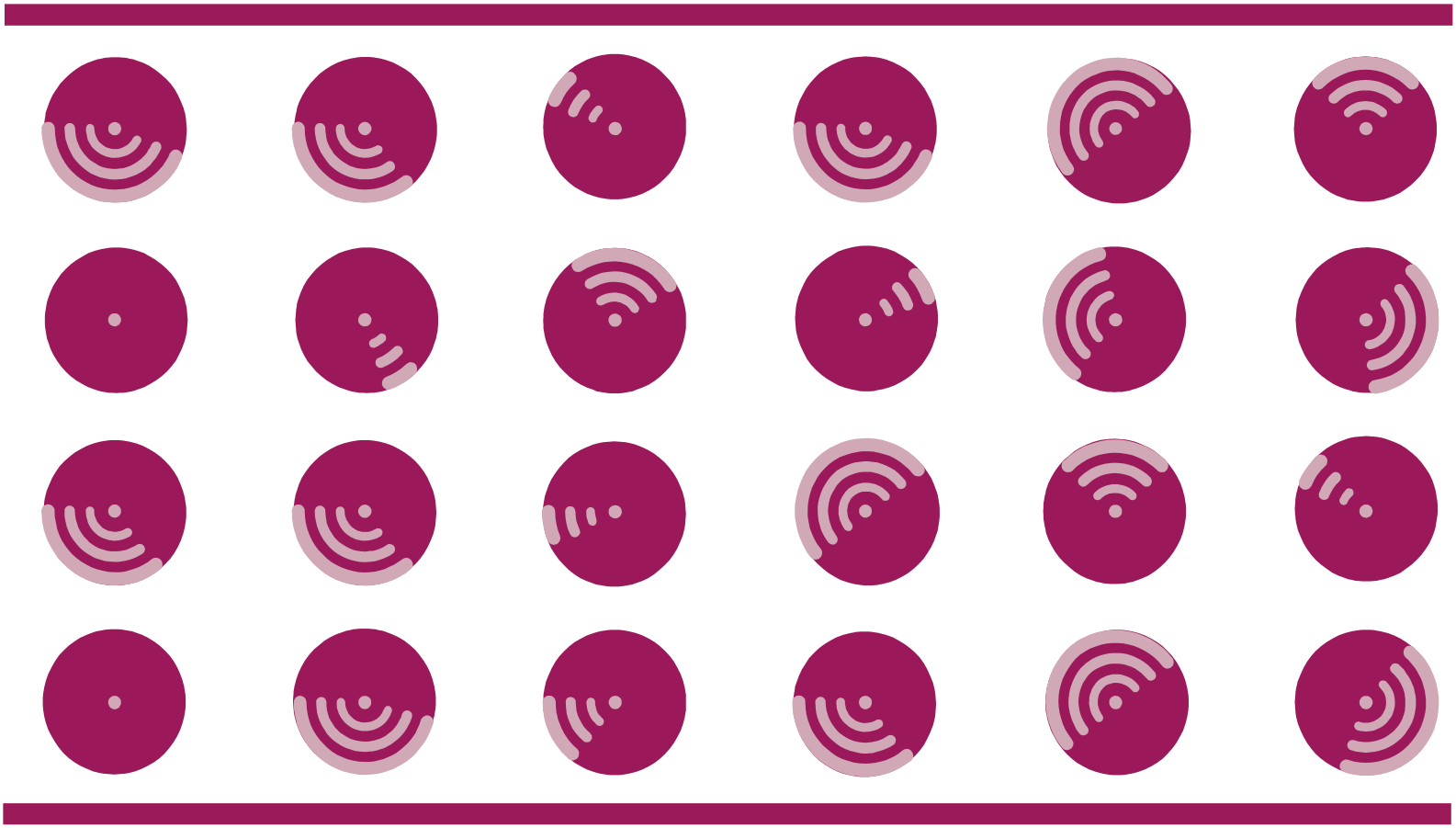
Personal Listening Profile®
Facilitator Report



Sample Report
(5 People)
Saturday, March 20, 2010

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Overview

Personal Listening Profile® Facilitator Report

The *Personal Listening Profile*® helps individuals identify their preferred Listening Style and understand how they can use other approaches when appropriate. This profile is designed to help people accept interpersonal differences and adopt behavioral strategies that foster considerate, collaborative, and effective relationships.

The *Personal Listening Profile* can be used in a variety of contexts to help deliver many different insights and benefits. The tool is most frequently used to help individuals and groups:

- understand their preferences, strengths, and growth areas as listeners.
- more accurately and efficiently gather, understand, and judge the information presented to them.
- understand how others might have Listening Styles that are different from their own.
- accept, welcome, and encourage the entire spectrum of Listening Styles.
- develop communication strategies that help people avoid misunderstandings, frustrations, and resentment.

This facilitator report provides a wide range of information about your group that is presented in a variety of formats. Use the table of contents below to determine what information best suits both the purpose of your intervention and your facilitation style and strategy.

Page 3 **Group Summary:** provides a brief summary of your group characteristics. This includes the distribution of individuals within each of the five approaches and the names of individuals who had all high or all low scores.

Page 4 **Data Summary:** provides summary statistics on your group, including the average scores on each Listening Approach and the amount of variability within your group.

Pages 5-10 **Facilitating Communication:** provides information that will help you identify the specific individuals who might be experiencing communication difficulties, and describes some potential causes for those difficulties.

Pages 11-15 **Listening Approach Statistics:** provides an analysis of item responses on each of the Listening Approaches. These pages also show the percent of respondents in each score category from least natural to most natural.

Page 16 **Listening Orientations:** lists the percentages of individuals assigned each of the different listening orientations (i.e., listening styles). This page also provides a model that will help you understand the combination of approaches that comprise each orientation.

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Group Summary

Personal Listening Profile® Facilitator Report

Group Size: 5

Group Summary

In your group, the Listening Approaches were ranked from most natural to least natural in this order: **Comprehensive, Evaluative, Empathic, Discerning, Appreciative.** The following table shows the number of individuals with a high score and a low score in each approach:

Approach	High Scores	Low Scores
Comprehensive	4 individuals (80%)	1 individual (20%)
Evaluative	2 individuals (40%)	1 individual (20%)
Empathic	1 individual (20%)	1 individual (20%)
Discerning	0 individuals (0%)	1 individual (20%)
Appreciative	0 individuals (0%)	5 individuals (100%)

Within your group of 5, 0 individuals had all high Listening Approach scores and 1 individual had no high scores. If applicable, you may want to spend some extra time helping these individuals interpret the meaning of their score pattern.

All High Scores	No High Scores
No group members fit in this category	Dan Cole

Using Group Averages and Variation

The following page provides information on group averages in each of the Listening Approaches. These averages may tell you something about the group culture. You may want to pay particular attention to individuals who fall significantly above or below the group average. They may feel alienated or misunderstood, and others may object to their behaviors.

The graph on the next page also provides information on the amount of variation in each of the Listening Approaches. When there is little variation on a particular approach, the group may experience more harmony. This lack of variation, however, may be problematic if a needed Listening Approach is lacking in the group. Approaches that show a wide range of scores may reflect areas of tension or miscommunication. That is, if individuals in your group vary substantially on a particular approach, they may have vastly different assumptions and perspectives about communication.

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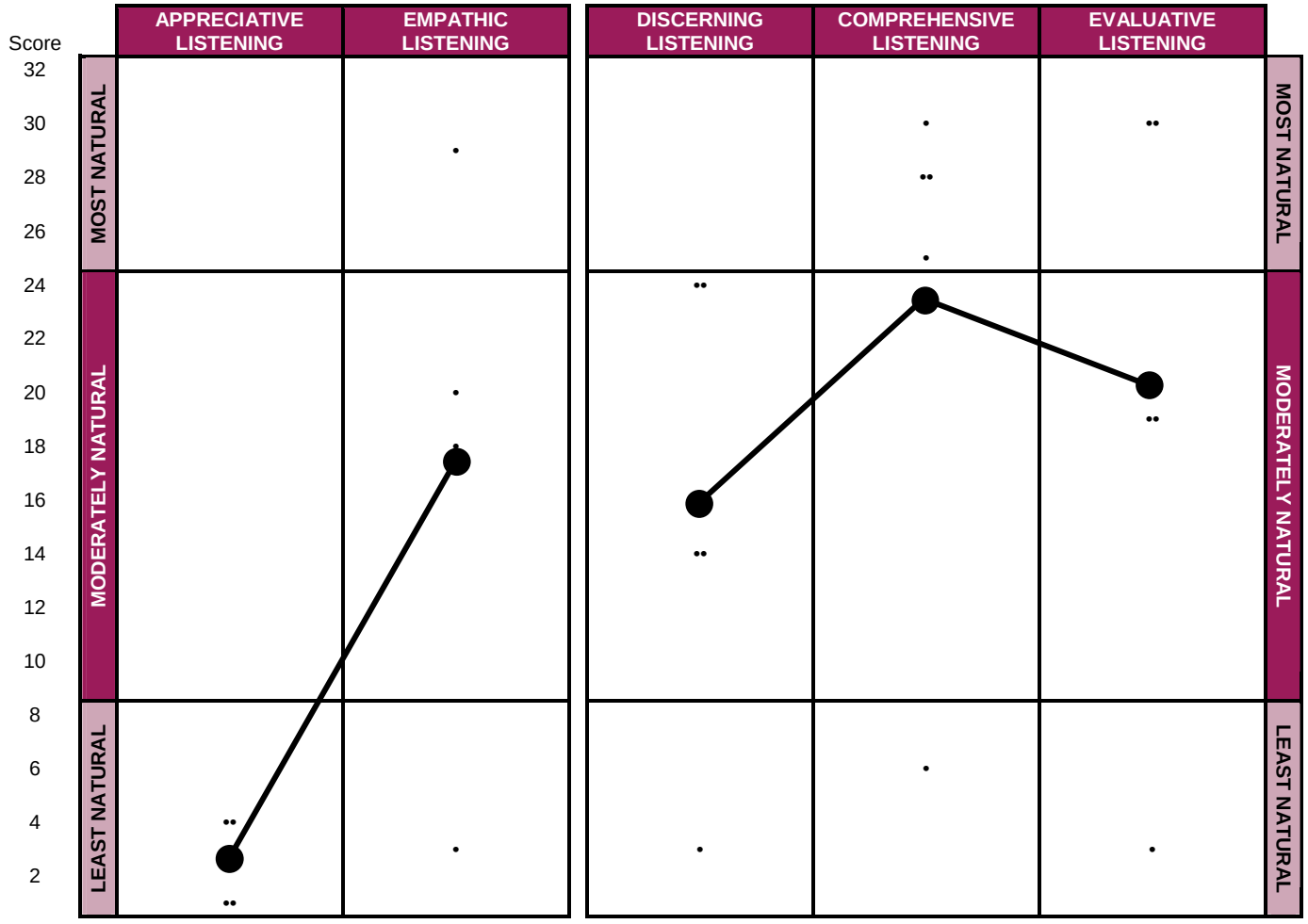
Data Summary

Personal Listening Profile® Facilitator Report

Group Size: 5

Listening Approaches Averages and Variation

The graph below provides information on group averages and group score distribution.



● The large dots represent the group average on each Listening Approach.

• Each small dot represents an individual. The placement of the dot reflects the individual's score on that Listening Approach. These dots provide valuable information about the variation or spreads of scores in your group. If more than 30 people have the same score, only 30 dots will be displayed. Some small dots may be hidden beneath larger dots.

The table below shows the percentage of individuals in each score category (i.e., Least Natural, Moderately Natural, and Most Natural) for every Listening Approach.

	APPRECIATIVE LISTENING	EMPATHIC LISTENING	DISCERNING LISTENING	COMPREHENSIVE LISTENING	EVALUATIVE LISTENING
Most Natural	0%	20%	0%	80%	40%
Moderately Natural	0%	60%	80%	0%	40%
Least Natural	100%	20%	20%	20%	20%
Average Score	2.6	17.4	15.8	23.4	20.2

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Facilitating Communication

Personal Listening Profile® Facilitator Report

The *Personal Listening Profile*® is designed to facilitate communication. And although this instrument measures listening tendencies and preferences, these tendencies and preferences often reflect our unspoken values and motivations. They may also influence our expectations of how others should act when we are speaking.

Two people who use different approaches to listening often have difficulty communicating. You may want to help your group explore how those with high scores and low scores understand or misunderstand each other. Be mindful that those who are significantly above or below the group average may feel isolated or alienated by the dominant group culture. That is, they may feel different from the group and may feel that their values or preferences are dismissed or seen as unimportant. Keep this in mind as your prepare your facilitation.

Using the Personal Listening Profile to Improve Relationships

Both the **Appreciative** and the **Empathic** scales on the *Personal Listening Profile* measure an emphasis on feelings and interpersonal relationships within communication. This area is often a major source of misunderstanding, and consequently it is important to understand how your group differs in this area. 0 individuals (0%) had high scores on both feeling-focused approaches. 1 individual (20%) had low scores on both feeling-focused approaches. The table below lists the individuals in each of these two groups.

Both Feeling-Focused Approaches High	Both Feeling-Focused Approaches Low
No group members fit in this category	Dan Cole

Those who have a strong feeling-focus in their listening may expect or assume that others have a similar emphasis as communicators. Consequently, they may feel that those without a feeling-focus are dismissing or ignoring their attempts to connect interpersonally. They may sense that their attempts to entertain, please, or express themselves are not valued. Conversely, those with a minimal focus on feelings may sense that those with a high feeling-focus waste time on socializing or are too sensitive. You may wish to start by spending some time to help the two groups above understand each other's diverse perspectives. This discussion, of course, can be extended to include all individuals in your group. You can use the information on pages 6-10 to explore interpersonal differences within each of the Listening Approaches.

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Facilitating Communication

Personal Listening Profile® Facilitator Report

The following section helps you understand the differences in your group within each of the five Listening Approaches. For each approach, you may want to help your group explore how high scorers and low scorers understand or misunderstand each other. Furthermore, the group average score is included for each approach. Be mindful that those who are significantly above or below this average may feel isolated or alienated by the dominant group culture. That is, they may feel different from the group and may feel that their values or preferences are dismissed or seen as unimportant. Others, in turn, may feel that their behavior is rude or otherwise inappropriate.

Appreciative Listening

The average score for your group in Appreciative Listening is 2.6. The following individuals were either high or low on this scale:

High Scores	Low Scores	
No group members fit in this category	Carolyn Briggs	Susie Kramer
	Dan Cole	Wilthea Santoon
	Respondent Name	

Individuals who have high scores may feel that those with low scores are not willing to stop and enjoy a lighthearted moment. They may also feel that their efforts to entertain or please are undervalued or even ignored. On the other hand, those with low scores may feel that the highly appreciative listener wastes too much time or does not have a proper task focus. You may wish to spend some time helping these two groups understand each other's perspective and develop strategies to facilitate communication.

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Empathic Listening

The average score for your group in Empathic Listening is 17.4. The following individuals were either high or low on this scale:

High Scores	Low Scores
Wilthea Santoon	Dan Cole

Individuals who have high scores may sense that their feelings and emotional needs are ignored, dismissed, or not valued by those with low scores. On the other hand, those with low scores may feel that the highly empathic listener is too “touchy-feely” or too sensitive. You may wish to spend some time helping these two groups understand each other’s perspective and develop strategies to facilitate communication.

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Discerning Listening

The average score for your group in Discerning Listening is 15.8. The following individuals were either high or low on this scale:

High Scores	Low Scores
No group members fit in this category	Dan Cole

Individuals who have high scores may sense that those with low scores present information that is scattered or ambiguous. That is, they may feel that these speakers do not pay enough attention to detail as they speak. On the other hand, those with low scores may feel that the highly discerning listener is too consumed by details and accuracy. You may wish to spend some time helping these two groups understand each other's perspective and develop strategies to facilitate communication.

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Comprehensive Listening

The average score for your group in Comprehensive Listening is 23.4. The following individuals were either high or low on this scale:

High Scores	Low Scores
Carolyn Briggs Respondent Name	Dan Cole
Susie Kramer Wilthea Santoon	

Individuals who have high scores may sense that those with low scores miss the big picture or do not spend enough time understanding information in-depth. Conversely, those with low scores may feel that the highly comprehensive listener is too concerned with abstract or impractical issues. You may wish to spend some time helping these two groups understand each other's perspective and develop strategies to facilitate communication.

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Evaluative Listening

The average score for your group in Evaluative Listening is 20.2. The following individuals were either high or low on this scale:

High Scores		Low Scores
Carolyn Briggs	Respondent Name	Wilthea Santoon

Individuals who have high scores may sense that those with low scores accept facts or ideas without adequately challenging their validity. They may be inclined to think that non-evaluative listeners lack critical-thinking skills. On the other hand, those with low scores may feel that the highly evaluative listeners are too critical or unaccepting. You may wish to spend some time helping these two groups understand each other's perspective and develop strategies to facilitate communication.

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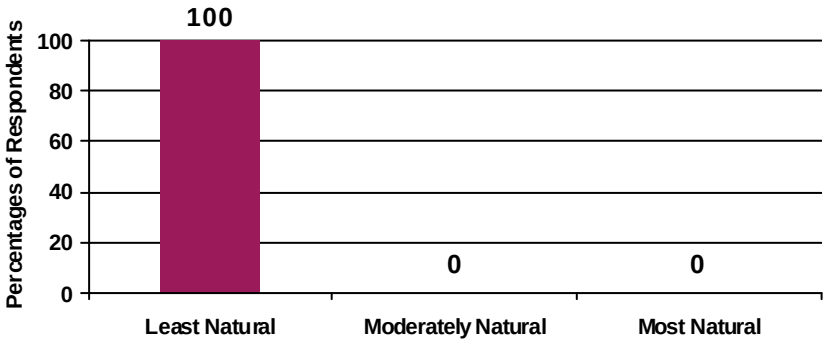
Appreciative

Personal Listening Profile® Facilitator Report

The table below includes the percentage of individuals responding in each category. It also includes the average response for each item, which ranges from 1 to 4, and the average score on the scale after all individual scores have been standardized.

Percent Responding in Each Category

Item	Not Like Me	Somewhat Unlike Me	Somewhat Like Me	Like Me	Average
I like to listen to someone who makes me feel good about myself.	20%	20%	20%	40%	2.8
I get a lot out of a story when it is told through pictures.	0%	40%	40%	20%	2.8
I like to be entertained.	0%	40%	60%	0%	2.6
I like to listen to someone who makes listening fun.	40%	20%	0%	40%	2.4
I like to find the humor in what people are saying.	40%	20%	40%	0%	2.0
I especially like to listen to someone who helps me relax.	20%	60%	20%	0%	2.0
I listen for inspiration.	40%	40%	0%	20%	2.0
I am more likely to pay attention to someone if I enjoy his or her presentation.	20%	80%	0%	0%	1.8
I listen better when the other person is enjoying his or her performance.	20%	80%	0%	0%	1.8
I get more out of a presentation that makes me laugh.	40%	40%	20%	0%	1.8
I generally don't criticize someone who presents a message well.	80%	0%	20%	0%	1.4
Sometimes I don't care about the details; it's just my overall impression and feelings that matter.	100%	0%	0%	0%	1.0
Average Scale Total (normed)					2.6



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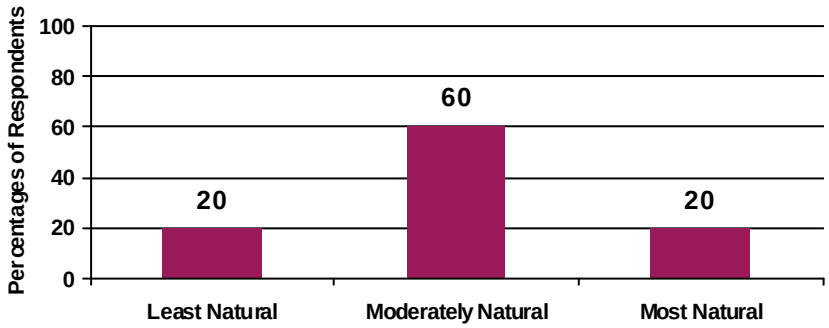
Empathic

Personal Listening Profile® Facilitator Report

The table below includes the percentage of individuals responding in each category. It also includes the average response for each item, which ranges from 1 to 4, and the average score on the scale after all individual scores have been standardized.

Percent Responding in Each Category

Item	Not Like Me	Somewhat Unlike Me	Somewhat Like Me	Like Me	Average
I listen to the feelings and emotions that are expressed.	0%	20%	0%	80%	3.6
I am considered a patient listener.	0%	0%	40%	60%	3.6
I like to let the other person know that I care about what they're saying.	0%	0%	40%	60%	3.6
It's not hard for me to “hear” the real feelings behind someone's emotional outbursts or complaints.	0%	0%	40%	60%	3.6
In a conversation, I am comfortable with prolonged silence.	0%	20%	40%	40%	3.2
I learn a lot from people whose experiences are different from mine.	0%	40%	20%	40%	3.0
My colleagues often come to me to “let off steam.”	0%	20%	60%	20%	3.0
If someone asks me for advice, I encourage them to decide for themselves.	0%	40%	40%	20%	2.8
I can easily relate to other people's emotions.	20%	0%	60%	20%	2.8
I like to reflect back to people what I hear them saying.	0%	60%	20%	20%	2.6
I'm good at recognizing what people want even before they see it themselves.	0%	60%	40%	0%	2.4
Some people talk to me because they need to clarify what they're feeling.	20%	40%	40%	0%	2.2
Average Scale Total (normed)					17.4



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Discerning

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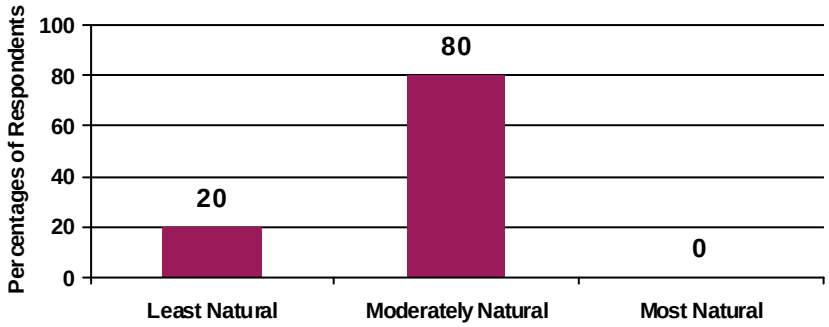
The table below includes the percentage of individuals responding in each category. It also includes the average response for each item, which ranges from 1 to 4, and the average score on the scale after all individual scores have been standardized.

Percent Responding in Each Category

Item	Not Like Me	Somewhat Unlike Me	Somewhat Like Me	Like Me	Average
I often take notes on a speaker's key points.	0%	0%	40%	60%	3.6
It's important for me to know the main message.	0%	20%	20%	60%	3.4
I try to make sure I get the information I need from someone.	0%	20%	20%	60%	3.4
I tend to focus closely on what a person is saying.	0%	20%	40%	40%	3.2
I can easily remember someone's voice.	0%	40%	20%	40%	3.0
I usually remember the speaker's appearance, tone of voice, and other features in addition to the message.	0%	20%	60%	20%	3.0
I try my best to eliminate distractions during a conversation.	0%	60%	0%	40%	2.8
I write down people's comments to keep from forgetting.	0%	60%	40%	0%	2.4
When there are too many distractions, I tune out.	20%	40%	20%	20%	2.4
I find distractions very annoying when I am listening to someone.	0%	80%	0%	20%	2.4
I am good at remembering people's names.	0%	80%	20%	0%	2.2
I usually remember the speaker's behavior or appearance more than what he or she said.	40%	20%	20%	20%	2.2
Average Scale Total (normed)					15.8



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Comprehensive

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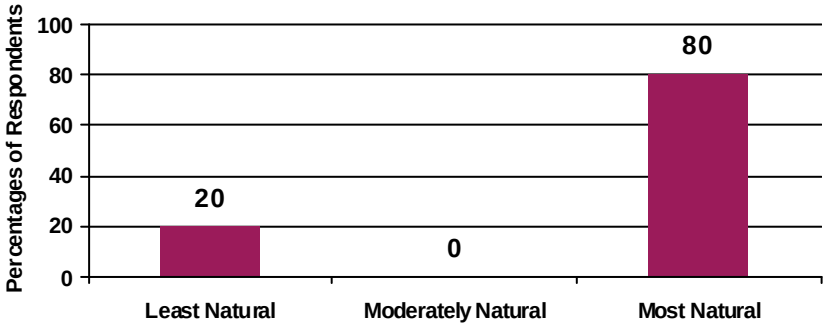
The table below includes the percentage of individuals responding in each category. It also includes the average response for each item, which ranges from 1 to 4, and the average score on the scale after all individual scores have been standardized.

Percent Responding in Each Category

Item	Not Like Me	Somewhat Unlike Me	Somewhat Like Me	Like Me	Average
I try to organize what I'm hearing so it makes sense to me.	0%	0%	0%	100%	4.0
I find myself summarizing in my own mind what I hear.	0%	0%	20%	80%	3.8
I can generally tell when someone doesn't understand what has been said.	0%	0%	20%	80%	3.8
I sometimes ask questions to clarify a speaker's intention.	0%	20%	20%	60%	3.4
I am good at relating what I hear to what I already know.	0%	20%	20%	60%	3.4
I listen for how a speaker develops an argument in order to understand the rationale.	0%	0%	60%	40%	3.4
I recognize when someone is saying one thing but means another.	0%	0%	80%	20%	3.2
I can generally figure out what people intend to say, even if they're not explicit.	0%	20%	40%	40%	3.2
I am good at recognizing key points, even when a speaker jumps around.	0%	40%	20%	40%	3.0
I can recognize links between one message and another.	20%	20%	0%	60%	3.0
I'm good at picturing what someone is explaining.	0%	40%	20%	40%	3.0
Once someone has explained something to me, I can explain it easily to someone else.	0%	40%	40%	20%	2.8
Average Scale Total (normed)					23.4



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Evaluative

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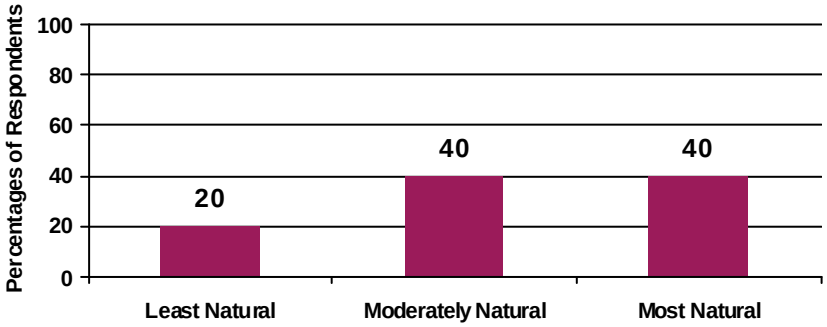
The table below includes the percentage of individuals responding in each category. It also includes the average response for each item, which ranges from 1 to 4, and the average score on the scale after all individual scores have been standardized.

Percent Responding in Each Category

Item	Not Like Me	Somewhat Unlike Me	Somewhat Like Me	Like Me	Average
I like to look for the facts to support what a speaker is saying.	0%	0%	80%	20%	3.2
I do not allow myself to become emotionally involved with a speaker.	0%	40%	20%	40%	3.0
I do not accept something as true just because an expert says it.	0%	40%	20%	40%	3.0
When listening to someone, I may “argue” with him or her in my mind.	0%	40%	20%	40%	3.0
I listen until I know what someone is saying, and then I reply.	0%	40%	40%	20%	2.8
I find many opportunities to give people my advice or opinion.	20%	20%	40%	20%	2.6
I try to figure out the speaker's intentions before I respond to the message.	20%	20%	40%	20%	2.6
I listen for how a speaker develops his or her argument in order to critique it.	20%	20%	40%	20%	2.6
I tend to be skeptical of someone who is very enthused about something.	0%	40%	60%	0%	2.6
I tend to think how I would present a speaker's message differently if I were in his or her place.	20%	40%	20%	20%	2.4
When someone asks me what I've heard, I tend to critique it.	0%	80%	20%	0%	2.2
If I don't like what someone is saying, I quit listening.	40%	20%	40%	0%	2.0
Average Scale Total (normed)					20.2



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Listening Orientations

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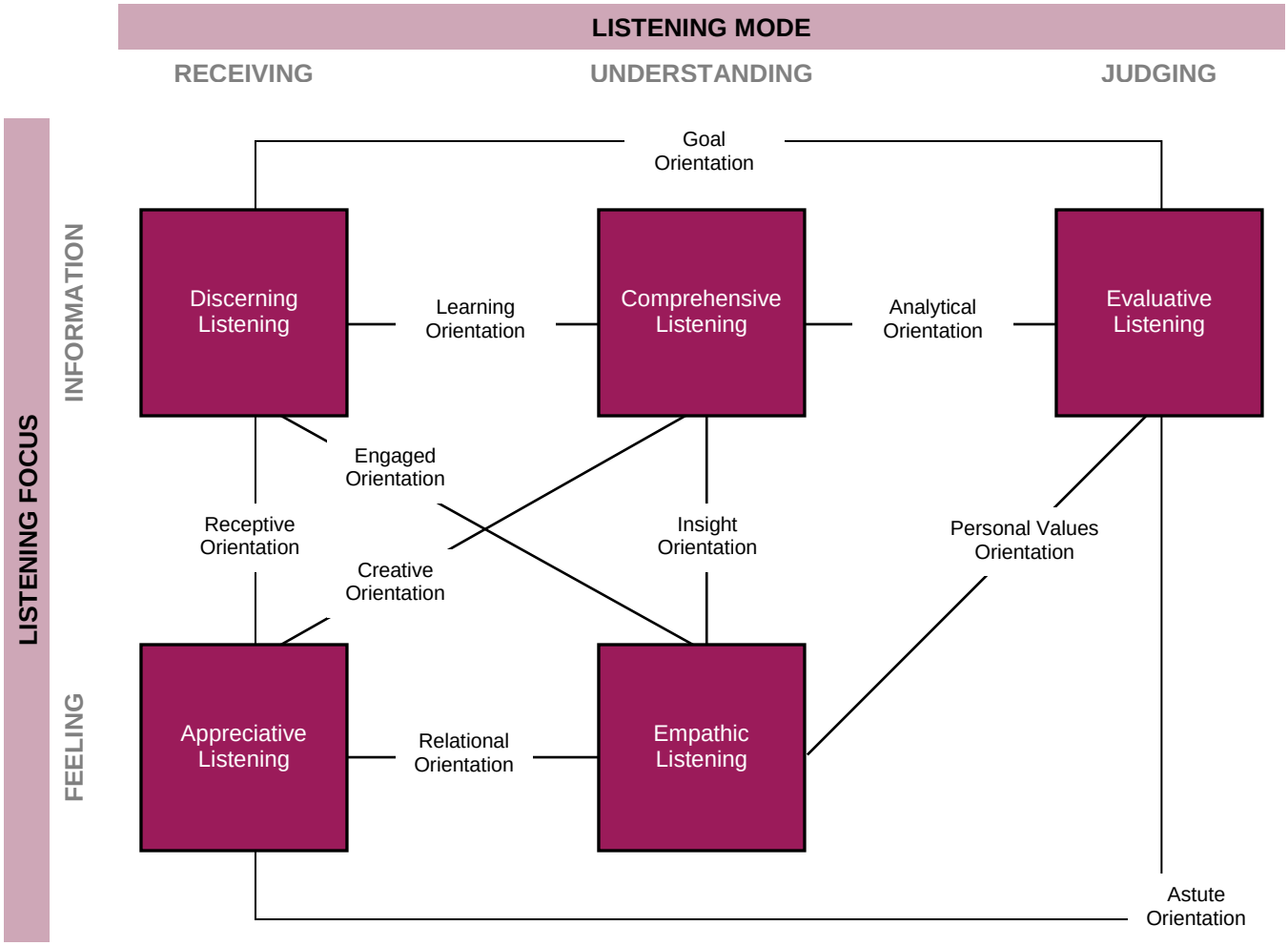
The table below includes the percentage of individuals assigned to each of the 15 orientations (i.e., Listening Styles). Note that 10 of the orientations are a combination of two approaches and five of the orientations reflect only one approach.

Orientation (Combined Approach)	%
Learning: Discerning/Comprehensive	0%
Goal: Discerning/Evaluative	0%
Receptive: Discerning/Appreciative	0%
Engaged: Discerning/Empathic	0%
Analytical: Comprehensive/Evaluative	40%
Creative: Comprehensive/Appreciative	0%
Insight: Comprehensive/Empathic	20%
Personal Values: Evaluative/Empathic	0%
Astute: Evaluative/Appreciative	0%
Relational: Appreciative/Empathic	0%

Orientation (Single Approach)	%
Discerning:	0%
Comprehensive:	20%
Evaluative:	20%
Appreciative:	0%
Empathic:	0%

The figure below is provided for reference only. This figure depicts the 10 Listening Orientations that are a combination of two approaches. Three modes of listening are listed on the horizontal axis, and two focuses of listening are listed on the vertical axis.



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