

# Personal Listening Profile®

## Facilitator Report



### Facilitator Sample Report

(14 People)

Wednesday, June 29, 2005

This report is provided by:

Norquest Learning Solutions

[www.norquestlearning.com](http://www.norquestlearning.com)

The Norquest Team

Doreen Blake

[dblake@norquestlearning.com](mailto:dblake@norquestlearning.com)





## 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.



## Group Summary

Personal Listening Profile® Facilitator Report

Group Size: 14

### Group Summary

In your group, the Listening Approaches were ranked from most natural to least natural in this order: **Comprehensive, Evaluative, Appreciative, Discerning, Empathic**. 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	11 individuals (79%)	2 individuals (14%)
Evaluative	7 individuals (50%)	0 individuals (0%)
Appreciative	3 individuals (21%)	8 individuals (57%)
Discerning	2 individuals (14%)	2 individuals (14%)
Empathic	1 individual (7%)	4 individuals (29%)

Within your group of 14, 1 individual had all high Listening Approach scores and 2 individuals 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

Mark Davis

#### No High Scores

Dan Cole

Jackie Smith

### 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.



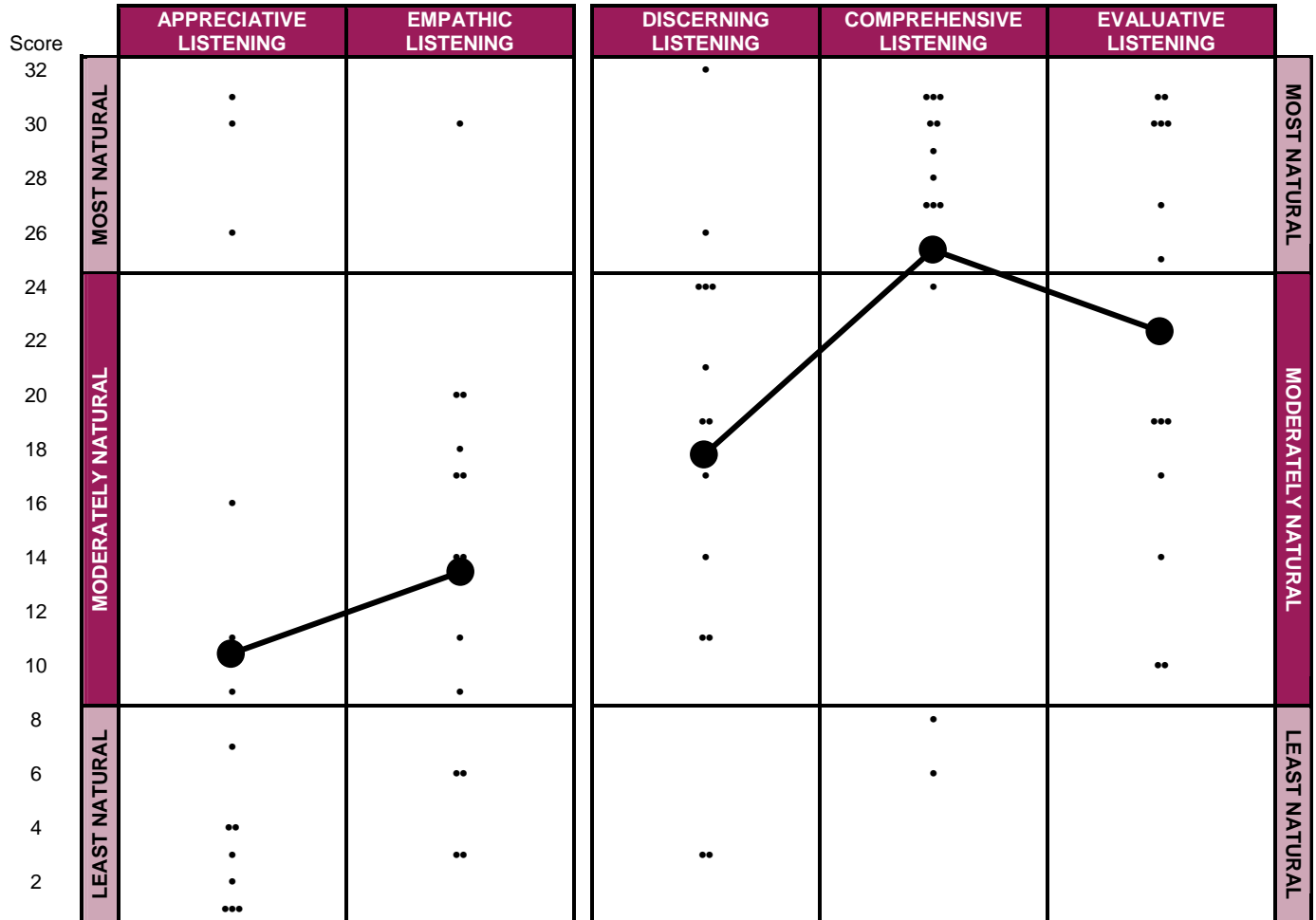
# Data Summary

Personal Listening Profile® Facilitator Report

Group Size: 14

## 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	21%	7%	14%	79%	50%
Moderately Natural	21%	64%	71%	7%	50%
Least Natural	57%	29%	14%	14%	0%
Average Score	10.4	13.4	17.7	25.3	22.3



## 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 you 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. 1 individual (7%) had high scores on both feeling-focused approaches. 4 individuals (29%) 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

Mark Davis

#### Both Feeling-Focused Approaches Low

Dan Cole  
Jackie Smith

Paul Grant  
Sarah Bly

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.



## 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 10.4. The following individuals were either high or low on this scale:

#### High Scores

Mark Davis  
Sharon Francis

Tracy Lowell

#### Low Scores

Carolyn Briggs  
Dan Cole  
Jackie Smith  
Jeff Soderland

Julie Watts  
Paul Grant  
Sarah Bly  
Susie Kramer

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.



## Facilitating Communication

Personal Listening Profile® Facilitator Report

### Empathic Listening

The average score for your group in Empathic Listening is 13.4. The following individuals were either high or low on this scale:

#### High Scores

---

Mark Davis

#### Low Scores

---

Dan Cole  
Jackie Smith

Paul Grant  
Sarah Bly

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.



# Facilitating Communication

Personal Listening Profile® Facilitator Report

## Discerning Listening

The average score for your group in Discerning Listening is 17.7. The following individuals were either high or low on this scale:

High Scores		Low Scores	
Mark Davis	Tammy Kroll	Dan Cole	Jackie Smith

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.



# Facilitating Communication

Personal Listening Profile® Facilitator Report

## Comprehensive Listening

The average score for your group in Comprehensive Listening is 25.3. The following individuals were either high or low on this scale:

### High Scores

Carolyn Briggs	Scott Wilson
Jeff Soderland	Sharon Francis
Julie Watts	Susie Kramer
Mark Davis	Tom Sanders
Paul Grant	Tracy Lowell
Sarah Bly	

### Low Scores

Dan Cole	Jackie Smith
----------	--------------

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.



## Facilitating Communication

Personal Listening Profile® Facilitator Report

### Evaluative Listening

The average score for your group in Evaluative Listening is 22.3. The following individuals were either high or low on this scale:

#### High Scores

---

Carolyn Briggs  
Julie Watts  
Mark Davis  
Paul Grant

Sarah Bly  
Tammy Kroll  
Tom Sanders

#### Low Scores

---

No group members fit in this category

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.



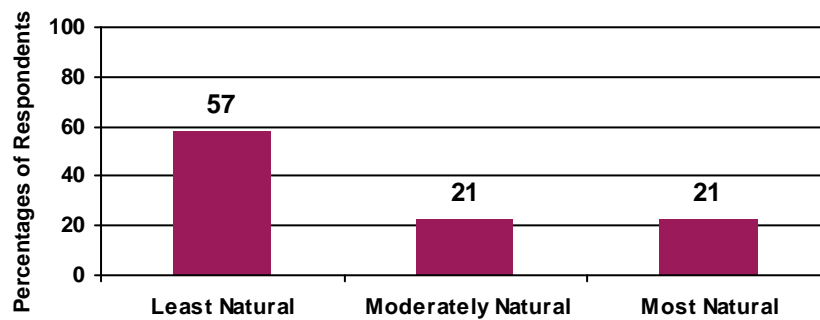
# Appreciative

## 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.	14%	14%	21%	50%	3.1
I like to be entertained.	7%	36%	21%	36%	2.9
I get a lot out of a story when it is told through pictures.	0%	43%	29%	29%	2.9
I am more likely to pay attention to someone if I enjoy his or her presentation.	7%	29%	50%	14%	2.7
I like to listen to someone who makes listening fun.	21%	21%	21%	36%	2.7
I like to find the humor in what people are saying.	29%	14%	36%	21%	2.5
I listen for inspiration.	21%	29%	29%	21%	2.5
I generally don't criticize someone who presents a message well.	29%	7%	57%	7%	2.4
I listen better when the other person is enjoying his or her performance.	14%	50%	14%	21%	2.4
I especially like to listen to someone who helps me relax.	29%	29%	14%	29%	2.4
I get more out of a presentation that makes me laugh.	29%	36%	14%	21%	2.3
Sometimes I don't care about the details; it's just my overall impression and feelings that matter.	43%	14%	21%	21%	2.2
Average Scale Total (normed)					10.4





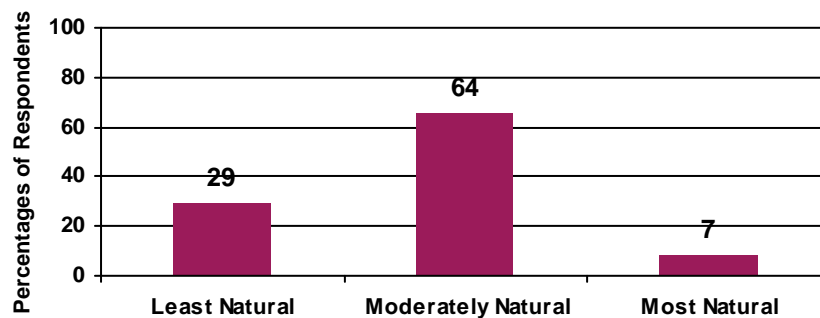
# Empathic

## 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
It's not hard for me to "hear" the real feelings behind someone's emotional outbursts or complaints.	0%	0%	57%	43%	3.4
I listen to the feelings and emotions that are expressed.	0%	7%	57%	36%	3.3
I'm good at recognizing what people want even before they see it themselves.	0%	29%	29%	43%	3.1
I like to let the other person know that I care about what they're saying.	0%	21%	50%	29%	3.1
I learn a lot from people whose experiences are different from mine.	7%	21%	36%	36%	3.0
I like to reflect back to people what I hear them saying.	0%	43%	29%	29%	2.9
I can easily relate to other people's emotions.	7%	29%	36%	29%	2.9
In a conversation, I am comfortable with prolonged silence.	0%	43%	36%	21%	2.8
My colleagues often come to me to "let off steam."	14%	29%	36%	21%	2.6
I am considered a patient listener.	14%	36%	29%	21%	2.6
If someone asks me for advice, I encourage them to decide for themselves.	7%	43%	29%	21%	2.6
Some people talk to me because they need to clarify what they're feeling.	14%	36%	43%	7%	2.4
Average Scale Total (normed)					13.4





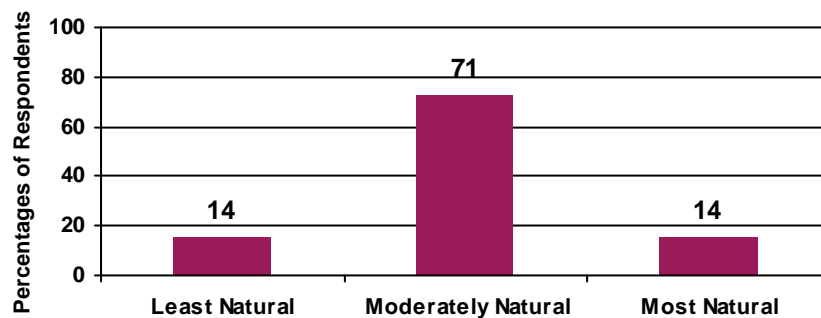
## Discerning

### 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 often take notes on a speaker's key points.	0%	7%	21%	71%	3.6
I try to make sure I get the information I need from someone.	0%	14%	21%	64%	3.5
It's important for me to know the main message.	0%	21%	14%	64%	3.4
I tend to focus closely on what a person is saying.	0%	14%	43%	43%	3.3
I usually remember the speaker's appearance, tone of voice, and other features in addition to the message.	0%	21%	43%	36%	3.1
I try my best to eliminate distractions during a conversation.	7%	29%	29%	36%	2.9
I can easily remember someone's voice.	7%	14%	57%	21%	2.9
I write down people's comments to keep from forgetting.	7%	36%	29%	29%	2.8
I am good at remembering people's names.	0%	50%	21%	29%	2.8
When there are too many distractions, I tune out.	36%	14%	21%	29%	2.4
I find distractions very annoying when I am listening to someone.	21%	36%	21%	21%	2.4
I usually remember the speaker's behavior or appearance more than what he or she said.	36%	21%	14%	29%	2.4
Average Scale Total (normed)					17.7





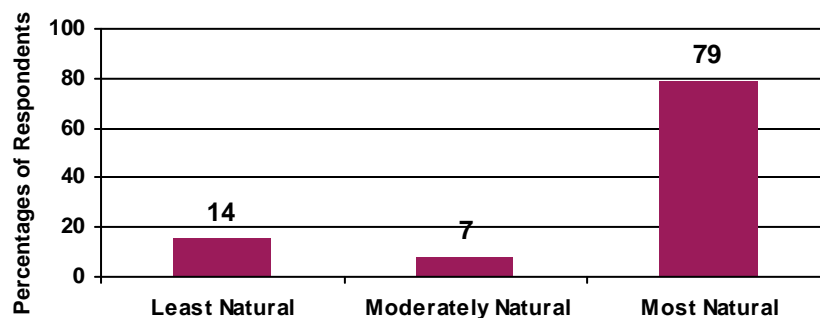
# Comprehensive

## 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 try to organize what I'm hearing so it makes sense to me.	0%	7%	14%	79%	3.7
I am good at relating what I hear to what I already know.	0%	7%	21%	71%	3.6
I find myself summarizing in my own mind what I hear.	0%	14%	7%	79%	3.6
I sometimes ask questions to clarify a speaker's intention.	0%	7%	29%	64%	3.6
I can generally tell when someone doesn't understand what has been said.	0%	0%	43%	57%	3.6
I can recognize links between one message and another.	7%	7%	14%	71%	3.5
I'm good at picturing what someone is explaining.	0%	14%	36%	50%	3.4
I am good at recognizing key points, even when a speaker jumps around.	0%	14%	43%	43%	3.3
Once someone has explained something to me, I can explain it easily to someone else.	0%	21%	29%	50%	3.3
I recognize when someone is saying one thing but means another.	0%	7%	57%	36%	3.3
I can generally figure out what people intend to say, even if they're not explicit.	0%	21%	36%	43%	3.2
I listen for how a speaker develops an argument in order to understand the rationale.	0%	21%	43%	36%	3.1
Average Scale Total (normed)					25.3





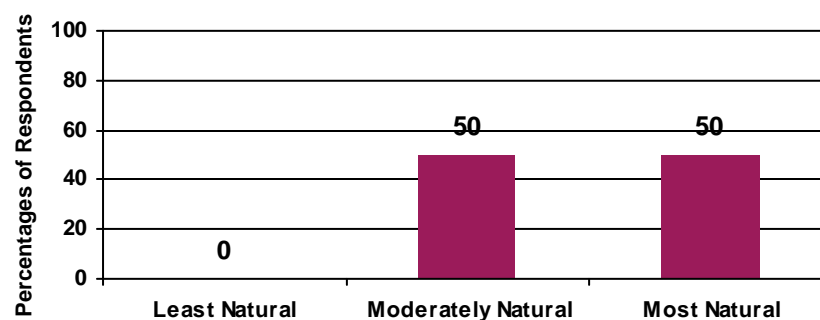
## Evaluative

### 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 for how a speaker develops his or her argument in order to critique it.	0%	14%	43%	43%	3.3
I like to look for the facts to support what a speaker is saying.	0%	7%	57%	36%	3.3
I do not accept something as true just because an expert says it.	0%	14%	50%	36%	3.2
I do not allow myself to become emotionally involved with a speaker.	14%	7%	36%	43%	3.1
I tend to think how I would present a speaker's message differently if I were in his or her place.	7%	21%	43%	29%	2.9
I find many opportunities to give people my advice or opinion.	7%	36%	29%	29%	2.8
When listening to someone, I may "argue" with him or her in my mind.	0%	50%	29%	21%	2.7
I listen until I know what someone is saying, and then I reply.	7%	50%	21%	21%	2.6
I try to figure out the speaker's intentions before I respond to the message.	21%	29%	21%	29%	2.6
If I don't like what someone is saying, I quit listening.	21%	29%	36%	14%	2.4
When someone asks me what I've heard, I tend to critique it.	14%	43%	29%	14%	2.4
I tend to be skeptical of someone who is very enthused about something.	14%	57%	29%	0%	2.1
Average Scale Total (normed)					22.3





# Listening Orientations

## Personal Listening Profile® Facilitator Report

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.

<b>Orientation (Combined Approach)</b>	<b>%</b>	<b>Orientation (Single Approach)</b>	<b>%</b>
Learning: Discerning/Comprehensive	14%	Discerning:	0%
Goal: Discerning/Evaluative	7%	Comprehensive:	14%
Receptive: Discerning/Appreciative	0%	Evaluative:	14%
Engaged: Discerning/Empathic	0%	Appreciative:	0%
Analytical: Comprehensive/Evaluative	36%	Empathic:	0%
Creative: Comprehensive/Appreciative	14%		
Insight: Comprehensive/Empathic	0%		
Personal Values: Evaluative/Empathic	0%		
Astute: Evaluative/Appreciative	0%		
Relational: Appreciative/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.

