

LISTENING BEHAVIOR PERCEPTION INVENTORY (LBPI)



Individual Feedback Report

Prepared for

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A personalized tool that shows how you perceive your own listening behavior compared with how others you know believe you listen.



How to Read the Listening Behavior Perception Inventory (LBPI) Report

The LBPI Report is divided into 3 parts plus an Action Planning page.

Part 1. Self-Analysis: Pages 2 - 6

These are the responses that you gave yourself. It will show your results on the 6 Listening Pays strategies and specific behaviors.

Part 2. Comparison between Your scores and your Observers' scores: Pages 7 - 12

This is the 'magic' of the report because it shows how your observers believe you listen compared with your perception. The observers are identified by the rater category that you assigned them when you entered their email into the program.

F = family member
C = co-worker
M = manager
D = direct report
O = other

Look to see how consistent the scores are across all of the observers.

Part 3. Responses to the open ended questions. Pages 13 - 15

Read all of the responses carefully. These are your observers' truths and should be received as gifts.

Action Planning: Page 16

As you study your results and reflect on the entire report, complete the specific actions you commit to take to be a better listener.



IMPORTANT... Thank your Observers.

Your Observers took their most valuable resource (their time), to complete the Listening Behavior Perception Inventory assessment for you. It is highly recommended that you contact them and include the following 3 items:

1. PERSONALLY THANK THEM for completing the survey preferably face to face or by phone, not email or text.
2. SHARE WITH THEM the most important ideas you gained from the report and what specific action(s) you are going to take.
3. ASK FOR THEIR HELP. Now that they know what you are working on, invite them to give you 'real-time feedback' on how you are doing.

Self Assessment Results



Overall Score: Medium

VH, H, M, L, and VL on the diagram show whether your score is Very High, High, Medium, Low, or Very Low.

The 6 Listening Strategies for Success at Work and in Life

Overall Results

Strategy	Score	Level
1. Build a Solid Foundation	30	High
2. Develop Healthy Habits	31	High
3. Take 100% Responsibility	30	High
4. Ditch the Distractions	22	Low
5. Lead Your Emotions	23	Medium
6. Take Meaningful Action	29	High
Overall Total	165	Medium

Lowest: 5 Highest: 35

Strategy 1. Build a Solid Foundation	Score	Level
1. I substantially improve my relationships with others through attentive listening.	7	Very High
7. I learn from my listening mistakes.	6	High
13. I allow others to complete their messages without interrupting them.	4	Low
19. I ask relevant questions to seek understanding of the message.	6	High
25. I help others to become attentive listeners through my own actions.	7	Very High
Strategy 1 Total	30	High

Strategy 2. Develop Healthy Habits	Score	Level
2. I search for interest in the speaker's message.	7	Very High
8. I recall what a person has said to me at a later time.	7	Very High
14. I maintain comfortable eye contact with a speaker.	7	Very High
20. I avoid allowing my thoughts to wander when listening.	4	Low
26. I listen with complete attention, regardless of the situation or distraction.	6	High
Strategy 2 Total	31	High

Strategy 3. Take 100% Responsibility	Score	Level
3. I set aside enough time to listen attentively regardless of the person or situation	5	Medium
9. I listen with an open mind, free from personal biases.	6	High
15. I build trust through my listening efforts.	7	Very High
21. I give direct and clear feedback to others.	6	High
27. I let the speaker know immediately that I have understood them.	6	High
Strategy 3 Total	30	High

Lowest: 1 Highest: 7

Strategy 4. Ditch the Distractions	Score	Level
4. I avoid phone calls, email, or other technologies when listening.	4	Low
10. I avoid interrupting others when listening.	4	Low
16. I make sure the physical environment encourages attentive listening.	6	High
22. I don't allow my prejudice to distract me when listening	5	Medium
28. I move physically closer to the speaker before listening.	3	Very Low
Strategy 4 Total	22	Low

Strategy 5. Lead Your Emotions	Score	Level
5. I avoid becoming defensive when encountering a difficult situation.	4	Low
11. I avoid making emotional reactions to specific situations.	4	Low
17. I avoid making emotional reactions to specific people.	5	Medium
23. I avoid making emotional reactions to specific topics.	5	Medium
29. I avoid making emotional reactions to specific emotionally charged words.	5	Medium
Strategy 5 Total	23	Medium

Strategy 6. Take Meaningful Action	Score	Level
6. I follow up with prompt actions.	6	High
12. I make sure I am ready to listen when a person approaches me.	5	Medium
18. I take specific actions to seek the opinions or views of others.	6	High
24. I wait until a person presents all the information before coming to any conclusions.	5	Medium
30. I use appropriate non-verbal behaviors, like eye contact, facial expressions, and nodding when listening to others.	7	Very High
Strategy 6 Total	29	High

Lowest: 1 Highest: 7

Score	Statement
7	<p>I substantially improve my relationships with others through attentive listening.</p> <p>I search for interest in the speaker's message.</p> <p>I recall what a person has said to me at a later time.</p> <p>I maintain comfortable eye contact with a speaker.</p> <p>I build trust through my listening efforts.</p> <p>I help others to become attentive listeners through my own actions.</p> <p>I use appropriate non-verbal behaviors, like eye contact, facial expressions, and nodding when listening to others.</p>
6	<p>I follow up with prompt actions.</p> <p>I learn from my listening mistakes.</p> <p>I listen with an open mind, free from personal biases.</p> <p>I make sure the physical environment encourages attentive listening.</p> <p>I take specific actions to seek the opinions or views of others.</p> <p>I ask relevant questions to seek understanding of the message.</p> <p>I give direct and clear feedback to others.</p> <p>I listen with complete attention, regardless of the situation or distraction.</p> <p>I let the speaker know immediately that I have understood them.</p>
5	<p>I set aside enough time to listen attentively regardless of the person or situation</p> <p>I make sure I am ready to listen when a person approaches me.</p> <p>I avoid making emotional reactions to specific people.</p> <p>I don't allow my prejudice to distract me when listening</p> <p>I avoid making emotional reactions to specific topics.</p> <p>I wait until a person presents all the information before coming to any conclusions.</p> <p>I avoid making emotional reactions to specific emotionally charged words.</p>
4	<p>I avoid phone calls, email, or other technologies when listening.</p> <p>I avoid becoming defensive when encountering a difficult situation.</p> <p>I avoid interrupting others when listening.</p> <p>I avoid making emotional reactions to specific situations.</p> <p>I allow others to complete their messages without interrupting them.</p> <p>I avoid allowing my thoughts to wander when listening.</p>
3	<p>I move physically closer to the speaker before listening.</p>

Observer Assessment Results



Overall Observer Score: Medium

VH, H, M, L, and VL on the diagram show whether your score is Very High, High, Medium, Low, or Very Low.

Above are the average scores given to you by your observers in their evaluation of your listening behaviors. To the left are the scores you gave yourself.

Strategy	S	C	C	C	D	D	D	F	F	M	O	Avg
1. Build a Solid Foundation	30	29	19	28	35	32	31	27	25	29	24	27.9
2. Develop Healthy Habits	31	30	20	30	33	30	29	24	25	30	25	27.6
3. Take 100% Responsibility	30	30	18	28	35	33	26	25	25	29	24	27.3
4. Ditch the Distractions	22	30	20	29	30	31	26	24	25	29	24	26.8
5. Lead Your Emotions	23	30	20	24	34	33	28	27	25	27	25	27.3
6. Take Meaningful Action	29	30	18	28	31	34	27	24	25	29	25	27.1
Total	165	179	115	167	198	193	167	151	150	173	147	164.0

S: Self, F: Family Member, M: Manager, C: Co-worker, D: Direct Report, O: Other

Lowest: 5 Highest: 35

The 6 Listening Strategies for Success at Work and in Life

Self-Observer Comparison Profile

Strategy	Score Comparison Between Self and Observers
1. Build a Solid Foundation	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">Self: 86%</div> <div style="width: 45%;">Observers: 80%</div> </div>
2. Develop Healthy Habits	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">Self: 89%</div> <div style="width: 45%;">Observers: 79%</div> </div>
3. Take 100% Responsibility	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">Self: 86%</div> <div style="width: 45%;">Observers: 78%</div> </div>
4. Ditch the Distractions	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">Self: 63%</div> <div style="width: 45%;">Observers: 77%</div> </div>
5. Lead Your Emotions	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">Self: 66%</div> <div style="width: 45%;">Observers: 78%</div> </div>
6. Take Meaningful Action	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">Self: 83%</div> <div style="width: 45%;">Observers: 77%</div> </div>
Overall Total:	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">Self: 79%</div> <div style="width: 45%;">Observers: 78%</div> </div>

Reflection Question:

In which strategies did you receive your highest and lowest ratings from others?
Were there any wide differences between your Self and All Observers scores?

Strategy 1. Build a Solid Foundation	S	C	C	C	D	D	D	F	F	M	O	Avg
1. I substantially improve my relationships with others through attentive listening.	7	6	4	6	7	6	6	6	5	6	5	5.7
7. I learn from my listening mistakes.	6	5	4	5	7	6	6	5	5	6	5	5.4
13. I allow others to complete their messages without interrupting them.	4	6	4	6	7	7	6	6	5	5	5	5.7
19. I ask relevant questions to seek understanding of the message.	6	6	4	6	7	7	7	5	5	6	5	5.8
25. I help others to become attentive listeners through my own actions.	7	6	3	5	7	6	6	5	5	6	4	5.3
Total	30	29	19	28	35	32	31	27	25	29	24	27.9

Strategy 2. Develop Healthy Habits	S	C	C	C	D	D	D	F	F	M	O	Avg
2. I search for interest in the speaker's message.	7	6	5	6	7	6	6	6	5	6	5	5.8
8. I recall what a person has said to me at a later time.	7	6	3	6	7	6	6	4	5	6	5	5.4
14. I maintain comfortable eye contact with a speaker.	7	6	4	6	7	6	5	6	5	6	5	5.6
20. I avoid allowing my thoughts to wander when listening.	4	6	4	6	5	6	6	5	5	6	5	5.4
26. I listen with complete attention, regardless of the situation or distraction.	6	6	4	6	7	6	6	3	5	6	5	5.4
Total	31	30	20	30	33	30	29	24	25	30	25	27.6

Strategy 3. Take 100% Responsibility	S	C	C	C	D	D	D	F	F	M	O	Avg
3. I set aside enough time to listen attentively regardless of the person or situation	5	6	3	6	7	6	5	5	5	7	5	5.5
9. I listen with an open mind, free from personal biases.	6	6	3	6	7	7	5	5	5	5	5	5.4
15. I build trust through my listening efforts.	7	6	3	5	7	7	6	5	5	6	5	5.5
21. I give direct and clear feedback to others.	6	6	5	5	7	6	5	6	5	6	5	5.6
27. I let the speaker know immediately that I have understood them.	6	6	4	6	7	7	5	4	5	5	4	5.3
Total	30	30	18	28	35	33	26	25	25	29	24	27.3

S: Self, F: Family Member, M: Manager, C: Co-worker, D: Direct Report, O: Other

Lowest: 1 Highest: 7

Strategy 4. Ditch the Distractions	S	C	C	C	D	D	D	F	F	M	O	Avg
4. I avoid phone calls, email, or other technologies when listening.	4	6	4	6	5	5	5	5	5	7	5	5.3
10. I avoid interrupting others when listening.	4	6	4	6	6	7	6	4	5	5	5	5.4
16. I make sure the physical environment encourages attentive listening.	6	6	4	6	7	7	5	5	5	6	5	5.6
22. I don't allow my prejudice to distract me when listening	5	6	5	5	5	7	5	5	5	5	5	5.3
28. I move physically closer to the speaker before listening.	3	6	3	6	7	5	5	5	5	6	4	5.2
Total	22	30	20	29	30	31	26	24	25	29	24	26.8

Strategy 5. Lead Your Emotions	S	C	C	C	D	D	D	F	F	M	O	Avg
5. I avoid becoming defensive when encountering a difficult situation.	4	6	3	4	7	7	5	4	5	5	5	5.1
11. I avoid making emotional reactions to specific situations.	4	6	4	5	6	7	5	7	5	6	5	5.6
17. I avoid making emotional reactions to specific people.	5	6	4	5	7	6	6	6	5	6	5	5.6
23. I avoid making emotional reactions to specific topics.	5	6	5	5	7	7	6	5	5	5	5	5.6
29. I avoid making emotional reactions to specific emotionally charged words.	5	6	4	5	7	6	6	5	5	5	5	5.4
Total	23	30	20	24	34	33	28	27	25	27	25	27.3

Strategy 6. Take Meaningful Action	S	C	C	C	D	D	D	F	F	M	O	Avg
6. I follow up with prompt actions.	6	6	3	5	6	7	5	5	5	6	5	5.3
12. I make sure I am ready to listen when a person approaches me.	5	6	3	6	5	6	6	4	5	7	5	5.3
18. I take specific actions to seek the opinions or views of others.	6	6	3	5	7	7	5	5	5	5	5	5.3
24. I wait until a person presents all the information before coming to any conclusions.	5	6	5	6	7	7	5	5	5	5	5	5.6
30. I use appropriate non-verbal behaviors, like eye contact, facial expressions, and nodding when listening to others.	7	6	4	6	6	7	6	5	5	6	5	5.6
Total	29	30	18	28	31	34	27	24	25	29	25	27.1

S: Self, F: Family Member, M: Manager, C: Co-worker, D: Direct Report, O: Other

Lowest: 1 Highest: 7

Score	Statement
5- 5.9	<p>I substantially improve my relationships with others through attentive listening.</p> <p>I search for interest in the speaker's message.</p> <p>I set aside enough time to listen attentively regardless of the person or situation</p> <p>I avoid phone calls, email, or other technologies when listening.</p> <p>I avoid becoming defensive when encountering a difficult situation.</p> <p>I follow up with prompt actions.</p> <p>I learn from my listening mistakes.</p> <p>I recall what a person has said to me at a later time.</p> <p>I listen with an open mind, free from personal biases.</p> <p>I avoid interrupting others when listening.</p> <p>I avoid making emotional reactions to specific situations.</p> <p>I make sure I am ready to listen when a person approaches me.</p> <p>I allow others to complete their messages without interrupting them.</p> <p>I maintain comfortable eye contact with a speaker.</p> <p>I build trust through my listening efforts.</p> <p>I make sure the physical environment encourages attentive listening.</p> <p>I avoid making emotional reactions to specific people.</p> <p>I take specific actions to seek the opinions or views of others.</p> <p>I ask relevant questions to seek understanding of the message.</p> <p>I avoid allowing my thoughts to wander when listening.</p> <p>I give direct and clear feedback to others.</p> <p>I don't allow my prejudice to distract me when listening</p> <p>I avoid making emotional reactions to specific topics.</p> <p>I wait until a person presents all the information before coming to any conclusions.</p> <p>I help others to become attentive listeners through my own actions.</p> <p>I listen with complete attention, regardless of the situation or distraction.</p> <p>I let the speaker know immediately that I have understood them.</p> <p>I move physically closer to the speaker before listening.</p> <p>I avoid making emotional reactions to specific emotionally charged words.</p> <p>I use appropriate non-verbal behaviors, like eye contact, facial expressions, and nodding when listening to others.</p>

Observers responses to, "What do you value most about Mike's listening behavior?"

Co-worker:

Co-worker: He makes eye contact and seems to be engaged in most cases.

Co-worker: Genuine interest in discussions

Direct Report:

Direct Report: Michael has a very good understanding of getting all facts before making a decision and provides information in a clear way that the listener can interpret

Direct Report: engaged, responsive, respectful

Family Member:

Family Member: Michael is willing to listen and converse with anyone to help resolve an issue.

Manager: Mike works hard to improve his leadership skills daily.

Other: Usually shows interest in what I say.

Reflection Question:
What patterns do you see?

Observers responses to, "What suggestions do you have for Mike to improve his listening behavior?"

Co-worker:

Co-worker: Having an open mind when listening.

Co-worker: More timely responses/decisions

Direct Report:

Direct Report: Michael is very busy and sometimes can be caught off guard when he has a lot to do

Direct Report: less distracted, more inclusive,

Family Member:

Family Member:

Manager: Make sure you are listening for the content of what is being communicated and not the approach of communication. Your respond at time can be biased based because of your reaction to the method of communication.

Other: Reflect more to ensure understanding.

Reflection Question:
What patterns do you see?

Observers responses to, "What are 3-4 words that best describe Mike's listening behavior?"

Co-worker:

Co-worker: Critical Comprehensive Informative

Co-worker: Detailed, helpful, interested

Direct Report:

Direct Report: Attentive, Responsive, Understanding

Direct Report: eager, accessible, approachable, expressive

Family Member:

Family Member:

Manager: Follow SIER* before responding

Other: A good listener.

Reflection Question:
What patterns do you see?



Action Plan

I learned the following key listening behaviors are considered to be strengths by others and things that I should continue to do at work and in life: (list 1-3)

I learned the following key listening behaviors are considered to be weaknesses by others and things that I should change at work and in life: (list 1-3)

When I make these changes, I will experience the following benefits in the quality of my life:

I will make the following changes to my listening behavior and will implement them by _____



A consultancy that serves individuals, teams, and organizations in developing the direct connection between the dynamic behaviors of listening and leadership to achieve extraordinary results through customized learning journeys.