

LISTENING CRITERIA MATRIX

DRAFT REVISION 4/1/14	LEVEL 1 Self assesses strengths and weaknesses, identifying the attitudes, knowledge, and behaviors that helped or hindered listening process	LEVEL 2 Shows understanding of listening as a dynamic, mindful process and identifies strategies to increase listening effectiveness	LEVEL 3 Applies the Integrative Listening Model and uses listening strategies appropriate to specific academic settings	LEVEL 4 Applies effective listening attitudes, knowledge, and behaviors consistently in personal, academic, and professional settings
Prepares to listen	Listens to a given stimulus as directed	Addresses the physical, mental, and emotional factors that influence the listening process	Determines goal(s), analyzes context, and addresses listening filters	Considers carefully listening goals, context, and filters and anticipates adjustments that may be required by a situation
Applies the listening process	Receives, comprehends, and responds appropriately to some part of a message	Receives, comprehends, interprets, and responds appropriately to the essence of messages	Receives, comprehends, interprets, evaluates, and responds to both verbal and nonverbal components of messages	Adapts the integrative listening process, as necessary, to attend to multiple layers of a message
Assesses effectiveness of listening performance	Identifies some strengths and weaknesses regarding filters, attitudes, knowledge, and behaviors in own performance as a listener	Identifies and analyzes strengths and weaknesses regarding filters, attitudes, knowledge, and behaviors in own performance as a listener	Analyzes and judges specific strengths and weaknesses regarding filters, attitudes, knowledge, and behaviors in own academic listening	Shows refined analysis and judgment of own listening ability as an integral aspect of lifelong learning
Establishes new goals	Determines area(s) to develop based on a discrete listening performance	Reflects on self assessment to determine patterns in listening performances and sets goals for ongoing development	Reflects on self assessment to refine listening performances in academic disciplines	Reflects on self assessment to continue growth as a listener in all settings