Evocavi Active Listening Skills Observation Form

Make note of examples in which interviewer used the skills listed below:

- **Open-ended questions** (e.g., TEDS) appropriate non-leading
  1.  2.  3.  4.  5

- **Funnels topics to reach objectives**
  1.  2.  3.  4.  5

- **Good interview platform** (facing interviewee, lean slightly forward)
  1.  2.  3.  4.  5

- **Immediacy Behaviors** (non-verbals= eye contact, nodding head, responsive/engaged facial expressions, smiling)
  1.  2.  3.  4.  5

- **Minimal encouragers** (verbals= e.g., mm-hmm, go on, right, really, uh-huh, ok)
  1.  2.  3.  4.  5

- **Moderated speech pattern** (e.g., softer tone, slower rate of speech, good pace of speech)
  1.  2.  3.  4.  5

- **Effective pauses/silence** (does not interrupt)
  1.  2.  3.  4.  5

- **Summaries**
  1.  2.  3.  4.  5

- **Affirmations** (e.g., saying something positive about something the interviewee said or did= “you provided me a lot of detailed information”, “it sounds like you are really good at”)
  1.  2.  3.  4.  5

- **Reflective Statements**: (e.g., echo= reflects back last word, reflective reason= reflecting back logic/reason-“it seems like you always put your family first” reflective emotion= reflecting back the emotion-“it sounds like that must have been really upsetting”, double-sided reflection= contrasting a discrepancy-“On the one hand you said this…but on the other hand you mentioned…help me to understand”)
  1.  2.  3.  4.  5