The Active-Empathic Listening Scale (AELS)
Version: General, Self-Report

Please read each statement and indicate how frequently you perceive it is true about you using the following scale:

1 = Never or almost never true
2 = Usually not true
3 = Sometimes but infrequently true
4 = Occasionally true
5 = Often true
6 = Usually true
7 = Always or almost always true

Sensing
I am sensitive to what others are not saying.
I am aware of what others imply but do not say.
I understand how others feel.
I listen for more than just the spoken words.

Processing
I assure others that I will remember what they say.
I summarize points of agreement and disagreement when appropriate.
I keep track of points others make

Responding
I assure others that I am listening by using verbal acknowledgements.
I assure others that I am receptive to their ideas.
I ask questions that show my understanding of others’ positions.
I show others that I am listening by my body language (e.g., head nods).

Notes: Items should be randomized prior to administration. If used for research purposes please cite as follows: