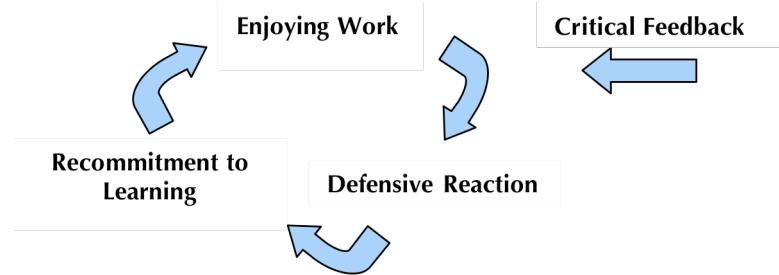


# The Openness – to – Learning Scale

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Our experience over the past thirty years has shown that the crucial factor in success and happiness is...

## OPENNESS TO LEARNING FROM EVERY INTERACTION AND LIFE EXPERIENCE

Willingness to learn from each moment—as opposed to defending ourselves by stonewalling, explaining, justifying, withdrawing, blaming—is much more important than factors like IQ, family background, race or degrees. The great advantage of openness-to-learning is that you're in charge of it at all times: it's always within your control to shift out of defensiveness into genuine curiosity. Another great advantage: it can't be faked. You can feel instantly whether you're genuinely wondering or clinging to a defense. This scale was designed to help you make more graceful shifts out of defensiveness.

### High Openness -to-Learning

- +10 Implementing (planning actions, requesting support for follow-up)
- +9 Feeling and showing genuine enthusiasm about the possibilities.
- +8 Taking full responsibility for the issue, the results that were created.
- +7 Thinking out loud, making new associations about the issue.
- +6 Requesting information and examples about the issue.
- +5 Listening generously (able to paraphrase the other person's statements without interjecting your point of view).
- +4 Expressing appreciation for the messenger and the message regardless of delivery.
- +3 Openly wondering about the issue.
- +2 Expressing genuine curiosity about the issue.
- +1 Demonstrating open posture.



### The Key Transition Move:

### Choosing Wondering Over Defending: Committing To Learn

- 1 Showing polite interest outwardly while inwardly clinging to your point of view and/or rehearsing rebuttal.
- 2 Explaining how the person has misperceived the situation.
- 3 Interpreting what the person is saying as an attack.
- 4 Justifying why you're the way you are or acted the way you did.
- 5 Going silent, getting edgy, snappy or frustrated.
- 6 Finding fault with the way the message is delivered.
- 7 Righteous indignation; demanding evidence in a hostile manner.
- 8 Blaming someone or something else.
- 9 Attacking or threatening the messenger, verbally or otherwise.
- 10 Creating uproar or making an abrupt departure.



### Low Openness -to-Learning