

The Feeling Heard Scale User Manual

The Feeling Heard Scale (FHS) was developed to measure feeling heard in everyday conversations. It is a concise eight-item scale with good psychometric properties. The FHS explains conversational experiences of consequence for social relationships and is a distinct and powerful predictor of future conversation intentions across different contexts and relationships.

We recommend using the following instructions for participants: “The following statements are about your experiences of [conversation]. Please rate your agreement with each of these statements.” The phrase [conversation] can be changed so it refers to a specific conversation or meeting that fits your research context.

The full version of the Feeling Heard Scale includes the following items (in fixed order):

In this conversation, ...

...I felt heard by the other person.

...I could say what I really wanted to say.

...the other person was more concerned with him/herself than with what I said.

...the other person listened to what I said.

...the other person tried to put him/herself in my shoes.

...the other person was insensitive to my thoughts and feelings.

...the other person treated me with respect.

...we understood each other.

We recommend recording agreement with these items on a five-point Likert-type scale ranging from 1 = *Strongly disagree* to 5 = *Strongly agree*. Other scales or a binary format (yes/no) have not been tested.

The items above are phrased in singular form but can easily be translated to plural form when meant to refer to multiple interaction partners by replacing “the other person” by “the other people” and conjugate verbs accordingly.

All items should be preceded by the phrase: “In this conversation” or “In this meeting”. We suggest doing this in the format as presented above.

To calculate the final feeling heard score, items 3 and 6 need to be reverse coded. After recoding, the individual item scores can be averaged. All items can be given the same weight.

The single item alternative to the full scale is: “In this conversation, I felt heard by the other person.” Using this single item implies losing predictive and explanatory power (see accompanying paper for the details). This loss of precision should be reported when using the single item. We recommend using it only in large samples and/or when little precision is required and/or when space does not permit the use of the full scale.

Anyone is free to use this scale as long as it is properly referenced.

Please be aware that the FHS is still awaiting validation and standardization in clinical and other applied contexts. Nor is it validated for use with children or people with a non-western cultural background.

Items in Dutch:

In dit gesprek...

...voelde ik mij gehoord.

...heb ik kunnen zeggen wat ik graag wilde zeggen.

...was de ander meer met zichzelf bezig dan met wat ik zei.

...luisterde de ander naar wat ik zei.

...probeerde de ander zich in mij te verplaatsen.

...was de ander ongevoelig voor mijn gedachten en gevoelens.

...behandelde de ander mij met respect.

...begrepen we elkaar.