



KEYS TO GOOD LISTENING

Put a check by those that you need to pay particular attention to:

- Prepare In advance**
Think about the questions you want to ask. Planning ahead can free your mind for listening.
- Limit your own talking**
You can't talk and listen at the same time. When you talk you don't learn anything new.
- Put yourself In their shoes**
You'll understand them and communicate better if you keep in mind the person's point of view.
- Paraphrase**
Repeating the essence of what has been said can help you make sure that you have understood what the speaker meant to say.
- Ask questions**
If you don't understand something, or feel you may have missed a point, make sure that you ask questions to clear it up. Asking questions is a way to show a person that you are interested in them.
- Don't interrupt**
A pause, even a long pause, doesn't always mean the other person finished saying everything there is to say. Hear the person out.
- Concentrate**
Focus your mind on what's being said. Try to shut out all distractions. Listen for Ideas... Not Just Words.
You want to get the whole picture, not just isolated bits and pieces.
- Don't argue mentally**
You may disagree with what the other person is saying, but do your best to turn off any argumentative thoughts. Instead, focus on understanding the other person's viewpoint.
- Don't jump to conclusions**
Don't make assumptions about what the person is saying or jump to complete sentences for the person.
- Listen between the lines**
Listen for emotions, not just words or thoughts.
- Be careful about giving advice**
Often people just want to be heard. It may help to ask them if they would like some advice before giving it.
- Respect cultural differences**
Different cultures may have different natural approaches to listening. In some cultures, it is natural to keep a greater body distance while speaking. Some cultures do not consider it proper to maintain extended direct eye contact.
- Don't keep drawing the attention back to you**
It can be annoying to speak with someone who continually reacts by bringing the conversation back to them.
- Practice Listening**
Awareness is the first step to sharpening your listening skills.
- Be aware of your emotional response to words**
Your emotional response influences your acceptance of the message.

Area(s) I'd like to improve
