

Tips for Being A Good Listener

1. Place yourself in the other person's shoes.
2. Create a conducive physical and mental space - remove all distractions.
3. Stop talking/be silent.
4. Follow and encourage the speaker with body language.
5. Practice the empathetic sounding back technique.
 - Repeat and encourage
 - Summarize and restate
6. Do not interrupt with what you feel or think about the topic being discussed.
7. Ask meaningful and empowering questions.
8. Wait for the person to open up.
9. Use body gestures and facial expressions to express your interest and to unearth what is left unsaid.
 - Your expression - look interested
 - Read between the lines - watch for non-verbal indications of feelings
 - Speak at approximately the same energy level as the other person
10. Be patient and respect pauses.
11. Try to reassure the speaker that all is well.
12. Accept that everyone has a unique thought process and ways to express himself/herself.
13. Just because someone is speaking to you, do not presume that they are asking you for your input.
14. Most information is not remembered because we are thinking of OUR response to the speaker and therefore missed what was said.

"Listen or thy tongue will keep thee deaf." - Native American Proverb

*Adapted from "How to Be a Good Listener - wikiHow (www.wikihow.com)