

# GUIDELINES FOR GOOD LISTENING

1

## ***Concentrate on the person speaking.***

- Set aside distractions.
- Suspend your agenda.
- Interrupt as little as possible unless you are asking the speaker to share more.

2

## ***Grasp what the speaker is trying to express.***

- Don't react to just the words but listen for the underlying ideas and feelings.
- Try to put yourself in the other person's shoes.
- Think about what the other person intends.

3

## ***Let the speaker know what you understand.***

- Use silence, reassuring comments, and paraphrasing.
- Offer empathic comments to show you understand what the person is saying and the feelings that make this important for you to hear.
- Make open-ended statements (tell me more, what else) versus closing-off statements (I get it; the same thing happened to me).

