



LISTENING SKILLS

1. **STOP TALKING** - you can't listen while you are talking
2. **EMPATHIZE WITH THE OTHER PERSON** - try to put yourself in his / her place so that you can see what he / she is trying to explain or express
3. **ASK QUESTIONS** - when you don't understand, when you need clarification, when you want to show that you're listening. Be careful not to ask questions that might embarrass him / her.
4. **DON'T GIVE UP TOO SOON** - don't interrupt the other person, allow him / her time to say what he / she has to say.
5. **CONCENTRATE ON WHAT IS BEING SAID** - actively focus your attention on the words, ideas or feelings being expressed.
6. **LOOK AT THE OTHER PERSON** - make eye contact, this will help communication and also helps you concentrate.
7. **RESPOND APPROPRIATELY** - smile, nod, or make statement to indicate that you are listening but be careful not to over do it.
8. **LEAVE YOUR EMOTIONS BEHIND** - try to push your worries, fears or problems aside, they prevent you from listening.
9. **CONTROL YOUR ANGER** - try not to get angry at what is being said, your anger may cause you to misinterpret what is being said.
10. **DON'T PREPARE YOUR RESPONSE UNTIL THE OTHER PERSON IS FINISHED** - don't think about what you're going to say until the other person has finished speaking, this will make sure you hear everything he/she says.