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.