LISTENING DOS AND DON’TS

DO

▪ Show your genuine interest by concentrating on the person.

▪ Be comfortable with periods of silence. Give the other person (or yourself) time to think or to find a way to express himself/herself.

▪ Observe facial and body expressions for clues to the person’s feelings. (For example: anxiety, depression, anger)

▪ Hear the other person’s point of view and express empathy. Empathy indicates understanding, not necessarily agreement.

▪ Remain objective.

DON’T

▪ Don’t pass judgment quickly or without getting all the information.

▪ Don’t jump to conclusions.

▪ Don’t rush in with your own opinions.