

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.