

LISTENING TO OTHERS

1. **STOP TALKING:** you can't listen while you are talking.
2. **SYMPATHIZE WITH OTHER PERSON:** try to put yourself in her/his place so that you can see what she/he is trying to get across to you.
3. **ASK QUESTIONS:** when you don't understand or when you need further clarification. Do not ask questions that will only embarrass the other person or show her/him up or put her/him down.
4. **SYMPATHIZE WITH OTHER PERSON:** try to put yourself in her/his place so that you can see what she/he is trying to get across to you.
5. **ASK QUESTIONS:** when you don't understand or when you need further clarification; but don't ask questions that will only embarrass her/him or show her/him up.
6. **DON'T SHUT HER/HIM UP TOO SOON:** don't interrupt the other person; give her/him time to say what she/he has to say before you close the conversation.
7. **CONCENTRATE ON WHAT SHE/HE IS SAYING:** actively focus your attention on her/his words, ideas and feelings related to the subject.
8. **LOOK AT THE OTHER PERSON:** face, mouth, eyes, hands, will all help her/him to communicate with you. Helps you concentrate, too.
9. **SMILE AND NOD APPROPRIATELY:** but don't over do it. Don't be insincere.
10. **LEAVE YOUR EMOTIONS BEHIND (if you can):** try to push your worries, fears, problems, outside the room. They may cause poor listening.
11. **CONTROL YOUR ANGER:** try not to get angry at what is being said; your anger may prevent you from understanding the words or meanings.
12. **GET RID OF DISTRACTIONS:** put down whatever you have in your hands, turn off the TV set; they may distract your attention.
13. **GET THE MAIN POINTS:** concentrate on the main ideas and not the illustrative material; examples: stories, statistics, etc. are important, but usually are not the main points. Examine them only to see if they prove, support, or define the main ideas.
14. **SHARE RESPONSIBILITY FOR COMMUNICATION:** only part of the responsibility rests with the speaker; you as the listener have an important part. Try to understand, and if you don't ask for clarification.
15. **REACT TO IDEAS, NOT TO PERSON:** don't allow your reactions to the person to influence your interpretation of what is being said. The ideas may be good even if you do not like the person, or the way she/he looks.
16. **DO NOT ARGUE MENTALLY:** when you are trying to understand the other person, it is a handicap to argue with her/him mentally as the person is speaking. This sets up a barrier between you and the speaker.