

Listening Do's and Don'ts

Which are do's and which are don'ts?

- **Giving the speaker your full attention**
- **Showing pity**
- **Leaning forward**
- **Saying “uh huh” or “go on”**
- **Restating the factual content of the message**
- **Listening for feelings, not facts**
- **Restating the emotional content of the message**
- **Restating the errors in the message**
- **Tuning out**
- **Putting yourself in the speaker's shoes**
- **Leaning back**
- **Looking the speaker in the eye**
- **Rehearsing what you are going to say**
- **Reassuring the speaker that everything will work out fine**
- **Internally relating the speaker's words to something in your experience**
- **Using “I” statements**
- **Making sure you get to speak at least half the time**
- **Listening for facts and feelings**
- **Showing empathy**
- **Using “you” statements**
- **Changing the subject to something more interesting**