

Listening Do's and Don'ts

(answer key)

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