



Listen to Learn

Listening is an art that requires attention over talent, spirit over ego, others over self.
~Dean Jackson



Active Listening Includes:	Poor Listening Includes:
<ul style="list-style-type: none"> • Removing all distractions • Listening to the speaker's sounds and cues • Feeding back that you've understood • Seeing to understand & make sure you are getting the correct message without passing judgment or assuming • Opening the door to good conversation 	<ul style="list-style-type: none"> • Interrupting • Jumping to conclusions • Finishing other's sentence for them • Being inattentive to speaker's cues • Not responding to what speaker has said • Failing to ask questions and give feedback

ENCOURAGING	To convey interest and encourage the other person to keep talking	Don't agree or disagree; use neutral words; use varying voice intonations	<p>"Can you tell me more?"</p> <p>"There's a great story in there somewhere...I'd love to hear it."</p>
CLARIFYING	To help clarify what is said and to get more information	Ask questions; restate wrong interpretations to force speaker to explain further	<p>"Are you saying..?"</p> <p>"Please tell me more about that."</p> <p>"What does that look like?"</p>
RESTATING	To show you are listening & understanding what is being said. To check your meaning & interpretation	Restate basic ideas and facts	<p>"I thought I heard you say..."</p> <p>"We may need to check this out further"</p>
REFLECTING	To show you that you understand how the other person feels	Reflect the speaker's basic feelings	<p>"You seem quite passionate about this idea."</p>