

Listening Skills

Most people...	Skilled listeners...
Immediately evaluate what is being said	Suspend judgment and listen
Spend time rehearsing what they will say next	Focus on what the other side is saying
Try to steer the conversation toward the direction they want	Let the other person direct the conversation
Hear everything through their own frame of reference	Try to enter the other's frame of reference
Only ask questions when the other seems to need help	Ask questions to satisfy their own curiosity, interests, or desire to solve a problem
Disagree with the other's point of view	Seek to understand other's perspective
Try to take in and respond to everything	Sort for main ideas
Allow their mind to wander to other things	Keep focused on the other and what they are saying
Parrot back exactly what they heard	Reflect back the essence and feeling of what was said
Give little verbal and non-verbal response	Actively encourage speaker through verbal and non-verbal cues