

1a. Stop Talking.

1b. Obvious, But Not Easy.

2a. Put The Speaker At Ease.

2b. Create A Permissive, Supportive
Climate In Which The Speaker Will Feel Free To
Express Himself Or Herself.

3a. Show A Desire To Listen.

3b. Act Interested And Mean It.

4a. Remove Distractions.

4b. External Preoccupation Is Less Likely If Nothing
External Is Present To Preoccupy You.

5a. Empathize.

5b. Try To Experience To Some Degree
The Feelings The Speaker Is Experiencing.

6a. Be Patient.

6b. Give The Speaker Time To Finish; Don't Interrupt.

7a. Hold Your Temper.

7b. Don't Let Your Emotions Obstruct Your Thoughts.

8a. Go Easy On Argument And Criticism.

8b. Suspend Judgment.

9a. Ask Questions.

9b. If Things Are Still Unclear When A Speaker Has Finished, Ask Questions Which Serve To Clarify The Intended Meanings.

10a. Preparation. If You Know What The Topic Is Ahead Of Time, Learn Something About It So You Will Not Be An Ignorant Listener.

10b. Even Some Careful Thinking Will Allow You To Listen More Accurately When The Communication Actually Begins.

11a. Seek Intent.

11b. Try To Discover The Intent Of The Source;
Why Is He Or She Saying These Things?

12a. Seek Structure.

12b. Look For An Organizational
Scheme Of The Message.

12c. If The Speaker Is Less Skilled,
The Responsibility Falls To You.

13a. Analyze.

13b. Do Not Accept What You Hear At Face Value;
Analyze What The Speaker Is Saying And Pay
Attention To Body Language.

14a. Focus.

14b. Keep The Main Topic Of The Message In Mind
At All Times, Using It To Bring Focus To The
Information Which The Speaker Supplies.

15a. Motivate Yourself.

15b. This May Be The Most Important. Listening
Takes Work, And To Do That You May Have To
"Psych Yourself Up."