

# Nine Steps to Better Listening

1. Face the speaker – maintain eye contact



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2. Be attentive. Put your phone away, mute the TV volume, stop eating, turn from distractions and be attentive.



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3. Keep an open mind to what you are hearing



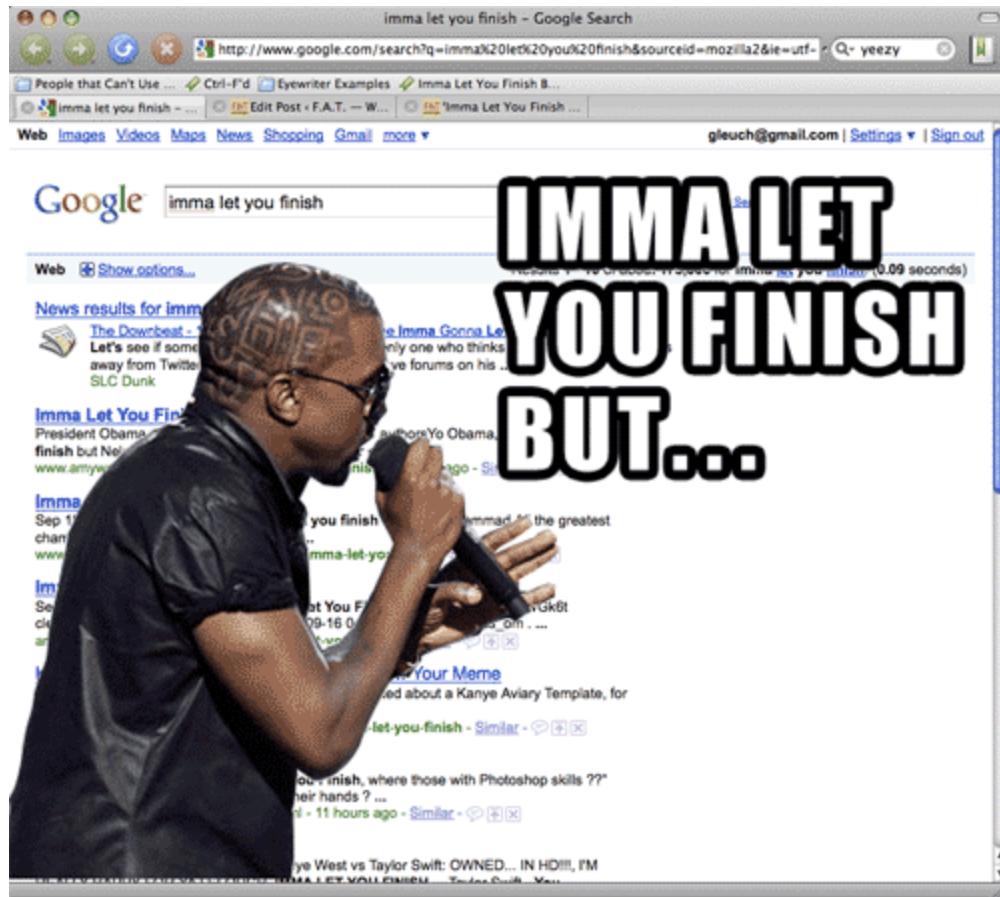
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4. Try to picture what is being said



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5. Don't interrupt! Don't impose solutions!



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6. Wait for speaker to pause...then ask clarifying questions.



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7. Ask clarifying questions, not challenging questions. Wait until discussion time to raise your POV.



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8. Try to feel & understand what is being said.





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9. Pay attention to what is not being said by focusing on...

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feelings

facial expressions

gestures

posture

other non-verbals

