

HANDOUT

GOOD LISTENING SKILLS CHECKLIST

- ✧ Act concerned with what the speaker has to say.
- ✧ Give the speaker your full attention.
- ✧ Make direct eye contact (In some cultures this is considered disrespectful, but it can be very useful in certain situations—e.g., a job interview.)
- ✧ Lean forward toward the speaker.
- ✧ Don't interrupt, judge or criticize the speaker.
- ✧ Use nonverbal skills: Nod or shake your head; change your facial expression as appropriate (e.g., showing concern, excitement).
- ✧ Use brief verbal responses that indicate you are listening, such as "yes," "I see," "go on," etc.
- ✧ Ask questions to clarify what the person is saying and to encourage the person to say more. For example, "So, what happened that got you so upset?" or "What did you think about that?"
- ✧ Try to figure out the feelings reflected by the speaker's words. Ask a question to determine whether you are correct about how the speaker is feeling.
- ✧ For example, "Are you nervous about going to court?" "Are you pissed off, man?"
- ✧ Get feedback. Test how well you understand the speaker by telling him what you think he's saying.