

Eli's Rehab Report

The Do's And Don'ts of Listening

Do's:

Clear your schedule and make time to listen to the person.
 ☐ Ask the other person if it's a good time to talk. ☐ Listen with understanding rather than being critical or judgmental. ☐ Make eye contact with the speaker.
 ☐ Face the other person and display an open, relaxed posture. ☐ Make your mind a blank slate. Don't think about other things while listening. ☐ Be patient.
\square Acknowledge the speaker by nodding your head, leaning forward and displaying appropriate facial expressions, as well as vocally acknowledging the person.
 ☐ Intermittently summarize or mirror back what the person is saying ☐ Invite the speaker to say more. ☐ Smile and look genuinely interested.
Be emotionally neutral.
☐ Listen with openness and objectivity. ☐ Positively reinforce the speaker's ideas and actions. ☐ Reinforce the speaker's ideas and actions.
☐ Be interested in the speaker's needs.☐ Use time lag in a productive manner.☐ Resist external distractions.
Pay attention to nonverbal communication and body language. Listen between the lines for hidden meanings.
 Use supportive and emotionally neutral language. Evaluate the content of the conversation, not the speaker's delivery. Practice effective listening.
Don'ts:
Don't interrupt.
☐ Don't speak, except to acknowledge, summarize, or mirror back.
Don't take the subject in another direction. Let the person speaking lead the direction of the conversation.
☐ Don't daydream. ☐ Don't be distracted.
☐ Don't be distracted. ☐ Don't multi-task.
Don't interrogate.
Don't preach.
Don't give advice.
Don't blame or attack.
☐ Don't be defensive.
Don't use threatening or emotionally-laden negative language.
☐ Don't try to get the upper hand.
□ Don't critique the speaker.

