How Can You Listen Well?

• Behavior #1: Accuracy
  – Discriminate facts from opinions
  – Analyze facts to understand message

• Behavior #2: Support
  – Give attention to the other person
  – Show involvement verbally and nonverbally
  – Help other person feel comfortable

Develop Your Capacity to Reflect in Action

• Hit the “pause button”
  – How does the interaction make you feel?
  – How and why do you interpret as you do?
• Suspend your assumptions
• Consider how your actions are coloring the situation
• Use self-observation to bring about self control