
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