



Learn the fine art of **Listening!**

One of the deepest human needs is TO BE UNDERSTOOD. A good listener helps people to be understood. This is comforting and inspires self confidence needed to make decisions and solve life's problems.

BE a **great** listener. Practice these DOs and DON'Ts:

DO:

- ✓ Give your full attention.
- ✓ Observe their body language.
- ✓ Clear your mind of other things.
- ✓ Concentrate so you will be able to summarize accurately what was said AND how the person feels.
- ✓ Put yourself in the other person's shoes; as if it was your story.
- ✓ Tell the other person what you understood them to say, and how you envision that they are feeling about it.

DON'T:

- ⊘ Form opinions about what they are saying.
- ⊘ Think about how you will respond. You can do that later.
- ⊘ Let your mind wander.
- ⊘ Listen only to the words and miss body language.
- ⊘ Pretend listen, saying "yeah" & "un huh" but not really hearing.
- ⊘ Listen selectively only to the parts that are interesting to you.

You don't have to be a Super Hero with an answer for everyone. You may be able to offer help, but FIRST listen to understand. You may help people find their own answers!