



## QUESTIONS TO ASK YOURSELF

### Listen for Content

1. Are you sure you are hearing the speaker's situation correctly and completely?
2. What assumptions might you have made about the speaker?

### Listen for Feelings

1. Are you sure that you are hearing the speaker's feeling correctly and completely?
2. What clues were you hearing to suggest what the speaker was feeling?

### Responding to Feelings

1. Did you reflect specific feelings? What did you miss?
2. Did you link content to feelings?

### Open-Ended Questions

1. Were you able to use both reflections and open-ended questions?
2. Was some of your question specific?

### Voice

1. Was your voice warm, caring?
2. Was your voice genuine? Ask for feedback.

### Respect for Speaker

1. Did you focus on the speaker's issues rather than other people's issues, or your own problems or perspectives on those issues?
2. Were you able to suspend judgments... both positive and negative?

### Silence

1. Did it feel comfortable for you as the listener? Did you rush to fill in the silences?
2. **Check with the speaker to see if the responses came too soon or too slowly.**