



## LISTENING CHECKLIST

- Am I facing the speaker and making eye contact?
- Am I aware of body language?
- Do I know my bias and prejudices so that they do not unduly filter out certain messages?
- Have I established a comfortable distance?
- Am I relaxed and do I look interested?
- Do I try not to over-respond to emotionally charged words?
- Do I understand that in order to hear I need to stop talking?
- Do I consider the person involved as well as the situation?
- Have I shut out my own thoughts and distractions?
- Do I wait before responding (don't finish his/her sentence)?
- Can I tell when there is a hostile, emotionally charged atmosphere?
- Do I listen to content and acknowledge it?
- If I am having trouble being understood, do I understand that the burden is on me to try to understand the other person?
- Do I listen for what is not being said?
- Do I listen to feeling and validate them?
- Do I understand that being a good listener does not mean I must believe what I am hearing or subscribe to the values of the speaker?
- Do I talk about myself only after I have really listened?
- If I were a good listener, would I listen to myself?
- Do I understand that there will be silence and am I comfortable with it?