Effective Listening Behaviors

# Mental

Be mindful

Suspend judgment

Understand others’ perspectives

Control obstacles

Organize information

When appropriate, take notes but don’t try to write down every detail.

# Verbal

Invite additional comments.

Ask questions or paraphrase for clarification.

Briefly identify areas of agreement or common experience.

Provide clear, unambiguous, tactful responses.

Make use of descriptive, non-evaluative responses.

Avoid complete silence.

Allow the other person the opportunity for a complete hearing without interruption.

Don’t dominate the conversation.

**Nonverbal**

Look the receiver in the eye.

Use open posture and orientation.

Lean forward slightly.