

## TEN COMMANDMENTS OF GOOD LISTENING

1. **Stop Talking** – You cannot listen if you are talking.
2. **Put People at Ease** – Help them feel free to talk.
3. **Show the Individual That You Want to Listen** – Look and act interested. Listen to understand rather than to reply.
4. **Remove Distractions** – Don't "doodle", tap or shuffle papers.
5. **Empathize With Them** – Try to put yourself in their place so that you can see their point of view.
6. **Be Patient** – Allow plenty of time. Do not interrupt. Don't start for the door or walk away.
7. **Hold Your Temper** – An angry person gets the wrong meaning from words.
8. **Go Easy on Argument and Criticism** – This puts them on the defensive. They may "clam up" or get angry. Do not argue; even if you win, you lose.
9. **Ask Questions** – This encourages them and shows that you are listening. It helps to develop points further.
10. **Stop Talking** – This is the first and last because all other commandments depend on it. You just can't do a good listening job while you are talking.