



Listening for Understanding

The Most Important Relationship Skill

Behaviors

1. I listen without criticizing.
2. I listen without prejudging.
3. I listen without becoming defensive.
4. I listen without giving advice unless I am asked.
5. I listen without thinking about my reply.
6. I let my teammate complete their sentences.
7. I let my teammate finish before stating my view.
8. I really try to understand my teammate's feelings.
9. I really try to understand my teammate's viewpoint.
10. I give my full attention when my teammate speaks.
11. I look at my teammate while I listen.
12. I look for my teammate's non-verbal messages.
13. I repeat my understanding of content and feelings.
14. I ask, "Did I understand you correctly?"
15. I ask, "Is there more?" when my teammate finishes.

The Job of the Listener

1. Use effective Listening Behaviors.
2. Ensure the speaker feels understood.
3. Remember understanding does not mean agreeing.

Being heard is so close to being loved that for the average person,
they are almost indistinguishable.

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