

CONSIDERATE VS. INCONSIDERATE LISTENING

Chapter Two Resource

INSTRUCTIONS: Which items on this list annoy you most? Add your own items to the list if you think of others.

INCONSIDERATE LISTENING:

- Daydreaming
- Discounting information
- Jumping to conclusions
- Interrupting
- Ignoring
- Losing eye contact
- Finishing speaker's thoughts
- Changing subjects
- Excessive physical activity
- Habitual challenging/defying the speaker

INSTRUCTIONS: Which items are most important to you when someone is listening to you?

CONSIDERATE LISTENING

- Paying attention
- Separating content from personality
- Being non-judgmental
- Being courteous-don't interrupt or finish thought/sentences
- Maintaining natural, comfortable eye contact

EVIDENCE OF GOOD LISTENING SKILLS:

- Asking questions
- Seeking clarification
- Disclosure by the speaker
- Gaining agreement on understanding
- Retaining information over time