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# How Can You Listen Well?

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- Behavior #1: Accuracy
  - Discriminate facts from opinions
  - Analyze facts to understand message
- Behavior #2: Support
  - Give attention to the other person
  - Show involvement verbally and nonverbally
  - Help other person feel comfortable

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# Develop Your Capacity to *Reflect in Action*

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- Hit the “pause button”
  - How does the interaction make you feel?
  - How and why do you interpret as you do?
- Suspend your assumptions
- Consider how your actions are coloring the situation
- Use self-observation to bring about self control