

Which of these do I struggle with most? How can I stop myself from doing them in the moment?

Plan what I'm going to say next instead of listening to what the other person is saying.

*I'll focus on not assuming I already know. I may not know! And even if I do know, they still need to talk it out.*

Anticipate or assume what the other person will say next

Think about issues not related to the conversation

Interrupt to make a point or to comment

Prepare a response to a prior comment instead of listening

Enter the conversation in a defensive mode rather than a curious one

Allow my tone of voice to go unchecked or to go negative

Raise my voice

Check the active listening skills below you'd like to do more of going forward:

- Make eye contact with the speaker
- Ask follow-up or probing questions to gain clarity or get more information
- Rephrase the comments and ideas back to the other person
- Listen to understand, rather than just to respond
- Pay attention to your facial expressions, hand gestures, posture and other physical cues
- Ask if the speaker has more they want to say
- Smile, nod or give other physical cues in response
- Summarize key points & close the loop