

How Can I Be a Better Listener?



✗ DON'T

✓ DO

✗ Resist ideas.

✓ Get Curious.

✗ Daydream.

✓ Give full attention.

✗ Avoid difficult material.

✓ Dig deep and stay in the “muck”.

✗ Tolerate or create distractions.

✓ Resist and reduce distractions.

✗ Recreate negative past experiences.

✓ Shift from past to present to future.

✗ Deflect.

✓ Normalize emotions.

✗ Let your emotions rule you.

✓ Keep calm.

✗ Let bias or prejudice interfere.

✓ Stay open and encourage openness. Suspend judgement.

✗ Fail to state or acknowledge your feelings.

✓ “Name it to tame it”.

✗ Fail to use non-verbal information.

✓ Pay attention to what is not being said.

You can find more information on this and other topics in conflict management and healthy communication on our website:

www.adralberta.com



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