

Figure 7.10: Active Listening Checklist

- Put away technology.** Phones, tablets, and laptops are distracting. The speaker must have 100 percent of the listener's attention.
- Never interrupt.** Allow the speaker to talk and pause his or her speaking without asking questions or inserting our thoughts.
- Save your solutions.** The listener's role is to truly engage with the speaker. Listeners should save for later all judgments and solutions, or never express them, depending on the learning opportunity.
- Ask thoughtful questions.** When it is time to speak, ask questions to help the speaker think more deeply about his or her thoughts and experiences. Thoughtful questions may also help the speaker arrive at a solution, if that's what's intended.