

Listening to RESPOND

- I listen so that I can respond.
- I am not fully attentive because I am only interested in what I need to respond to.
- I latch on and focus on the words that will help me respond.
- I only pay attention to parts of the conversation.
- I want to control the conversation.
- I will interrupt you if I can respond to something right away.
- I don't let you explain or clarify.
- I feel defensive.
- I am ready to counter-attack.
- I feel one of us should win (me).
- I am not really interested in your point of view.
- I feel that I am right and will find a way to show you that through my responses.



Listening to UNDERSTAND

- I pay attention to you. I look at you and make eye contact when you talk. I am not distracted by other things.
- I pay attention to your body language and tone of voice.
- I listen with my whole body. I turn towards you, lean in, make you feel seen and heard. I nod, smile, and show that I am listening.
- I don't interrupt. I listen until you are done talking.
- I don't judge or assume. I ask questions if I am not sure I understood what you are trying to say.
- I might repeat what you said or summarize in my own words to make sure that I heard and understood what you said.
- I am honest and respectful in my response.
- I am interested in your point of view.
- I know that we both win when we understand each other properly.

