





your talking to (worried, hostile, disinterested, rushed, shy, stubborn, impatient, etc.)?

    x                                                    

22.) Interrupt the talker while he or she is still talking?

                                    x                    

23.) Think, "I assumed he or she would know that"?

                                                    x    

24.) Allow the taker to vent negative feelings toward you without becoming defensive?

                    x                                    

25.) Practice regularly to increase your listening efficiency?

    x                                                    

26.) Take notes when necessary to help you remember?

    x                                                    

27.) Hear noises without being distracted by them?

    x                                                    

28.) Listen to the talker without judging or criticizing?

    x                                                    

29.) Restate instructions and messages to be sure you understand correctly?

    x                                                    

30.) Paraphrase what you believe the talker is feeling?

    x