

Active Listening Checklist

01

Set the Mood: Turn off the TV, put your phone away, etc.

02

Be Fully Present: Put aside your agenda and give your full attention.

03

Watch Your Body Language: Make sure your non-verbals are non-confrontational.

04

What's Not Being Said: Observe their non-verbals to get the whole message.

05

Don't Interrupt Them: Nobody likes that.

06

Don't Give Advice or Rush To Fix: If they need either of these, they will ask. Just listen.

07

Reflect What You Hear With Empathy: This shows them you're getting the right message.