


## CHECKLIST: LISTENING AND QUESTIONING EFFECTIVELY

TO LISTEN AND QUESTION EFFECTIVELY, I		
Make sure my conversation partner does most of the talking.		
Pause and affirm before I start talking.		
Don't interrupt (except when it is very helpful).		
Ask one question at a time.		
Ask for clarification when I'm not certain what is being said.		
Ask, "And what else?"		
Assume people are doing their best.		
Am non-judgmental.		
Avoid leading questions.		
Avoid giving advice disguised as a question.		



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