

FIGURE 4.7 Self-Assessing Your Behaviors as a Listener

BEHAVIOR	WHEN DO I FIND MYSELF ENGAGING IN THIS BEHAVIOR?	WHAT STRATEGIES (VERBAL AND NONVERBAL) CAN I USE TO IMPROVE AS A LISTENER?
Interrupting the speaker		
Providing advice too quickly		
Thinking about my response while the speaker is still speaking		
Being uncomfortable with silence		
Piggybacking or hijacking the conversation		
Bringing my own agenda to the conversation		