


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.	