

## **Peer Counseling Pause with Reova Meredith**

### **Ten Commandments for Good Listening**

- 1. STOP TALKING.** You cannot listen if you are talking.
- 2. PUT THE PERSON AT EASE.** Help them feel that they are free to talk.
- 3. SHOW THE PERSON YOU WANT TO LISTEN.** Look and act interested. Focus on what is being said.
- 4. REMOVE THE DISTRACTIONS.** Don't doodle, tap or shuffle papers. Close the door. Give the speaker your complete attention.
- 5. EMPATHIZE.** Try to put yourself in the other person's place.
- 6. BE PATIENT.** Allow plenty of time. Do not interrupt.
- 7. DO NOT SHOW ANY NEGATIVE EMOTIONS.** If you do, the communication process with quickly end.
- 8. BE RESTRAINED IN GIVING ADVICE OR CRITICISM.** This puts the person on the defensive. Give no advice unless asked.
- 9. ASK CLARIFYING QUESTIONS.** Ask questions that will clarify what the speaker is saying.
- 10. STOP TALKING.** This is first and last. You cannot listen while you are talking.