

Better Listener: Listener Handout

1. Name your strongest listening skill: _____
2. Name 3 strengths in the way I handle conflict: _____
3. What do you want to make sure happens? (Within or off page) _____

4. Listen the client (use reflective questions if needed): _____
5. Play concentration: Name one thing you might choose off-camera: _____
6. Listen to the response until the client pauses (then ask): _____
What is the best thing you can say right now? _____
7. Listen to the response until the client pauses (then ask): _____
What's one problem? _____
8. Listen to the response until the client pauses (then ask): _____
What issues if you know? Issues, ideas, risk, implications, solutions? _____
9. Listen to the response until the client pauses (then ask): _____
What are two things you have just learned today? _____
