

LISTENING

1. Remain neutral.
Do not agree or disagree, interrupt, criticize or give advice.
2. Pay complete attention.
Establish "eye contact". Show you are listening. Nod your head, "uh huh, I hear what you are saying."
3. Ask about statements made.
Dig for information. Invite the person to tell everything. Say, "Is there anything else to add?"
4. Put the person's feelings into words.
State what seemed to be the person's feelings. When they hear them from you they can evaluate and temper them.
5. Restate the main points.
Restate in the person's own words. This helps to stick to the facts and think logically.
6. Get agreement.
Summarize what has been said. Get the person to suggest the next step or course of action.

QUESTIONING

1. No grilling or third degree.
Use questions to assist the person to think - never to threaten, degrade or spy. Avoid judgments or valuing.
2. Ask "W" questions.
Who, what, when, where, why and how are key words to get facts and information.
3. Ask questions to dig deeper.
Ask for examples, explanation or evidence to discover the person's reasoning.
4. Use "suppose" questions.
To break a deadlock, bring up an overlooked point or introduce a new idea with "Suppose . . .?"
5. Ask the person.
To avoid committing yourself and to encourage others to think - turn the question back to the person or relay it to another person.
6. Ask questions that lead to agreement.
Offer solutions as questions to be explored. "What about . . .?"