

## Tips for Listening to Others

**AVOID** using a *shift response* - trying to focus all attention on yourself by shifting topics or providing information that only focuses on you

**Paris:** I feel very down today.

**Jill:** Oh, I felt that way last night before bed.

**PRACTICE** using a *supportive response* – making an effort to focus attention on the other person; seeking information to better understand the other

**Paris:** I feel very down today.

**Jill:** Why do you feel down today?

### Supportive Responses

Are helpful because they encourage elaboration on the topic.

There are 3 types of supportive responses

#### 1. Background acknowledgement

- Seriously?
- wild!
- uh-huh
- tell me more!

#### 2. Supportive assertion

- That's incredible!
- You really thought that through?

#### 3. Supportive question

- Why do you like art?

- How is mime different from dance?"

### **Avoid Competitive Interrupting/Dominating Conversations**

- Interrupting can be used to shift attention to oneself and away from the other person who is talking.
- **Competitive interrupting:** occurs when one dominates the conversation by seizing the floor from others who are speaking at that moment.
  - If others attempt to interrupt competitively, you should ask them very politely to allow you to continue without interruption. ("Please let me finish," or "May I please continue?")