

Give the other person your full attention by facing him or her directly.

Focus solely on the current interaction by resisting all external distractions that cause your mind to stray.

Listen for central ideas and validate them with the client.

Ignore gut-feeling traps that confirm prejudices and/or produce biases.

Do not become defensive.

Watch for nonverbal and verbal messages.

Do not prejudge worth based on appearance or delivery of the speaker.

Listen for ideas and underlying feelings.

Do not interrupt the person as he or she speaks or when brief pauses in the conversation occur.

Try to see the situation from the other person's point of view.

Do not try to have the last word.