

Active Listening

WHAT IT IS AND HOW TO DO IT BETTER

source: University of Maine Fort Kent

ATTITUDE

Constructive feedback requires a constructive mindset. Make no assumptions about the conversation and keep a positive mental attitude. You don't have to agree with the speaker; just avoid reactive responses and take time to process all the speaker's points ... good or bad.



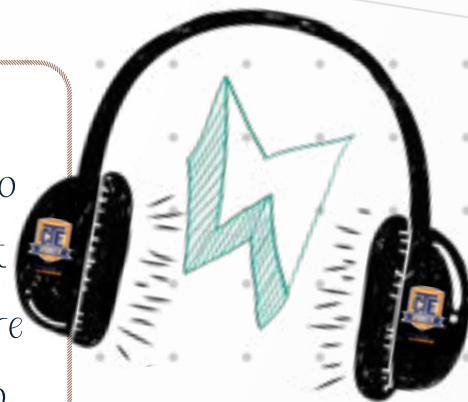
ATTENTION

Pay attention to the words spoken. Don't focus on your potential responses or the possible outcomes. Stay in the here and now so that what is said can move on from short-term memory to long-term. This allows you to properly process the conversation and ideas being discussed.



ADJUSTMENT

Prepare to be unprepared. Even if you know what's about to be discussed, that doesn't guarantee you'll be ready for what you hear. While you want to minimize interruptions, be sure to ask for clarification if you find yourself lost and unable to catch up to what's being communicated.



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