

CHECKLIST: LISTENING & QUESTIONING EFFECTIVELY

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To listen & question effectively, I need to:	Ø
Make sure my conversation partner does most of the talking.	0
Pause and affirm before I start talking.	0
Don't interrupt (except when it is very helpful).	0
Ask one question at a time.	0
Ask for clarification when I'm not certain what is being said.	0
Ask, "And what else?"	0
Assume people are doing their best.	0
Avoid leading questions.	0
Avoid giving advice disguised as a question.	0