

# Center Appendix B

## Are You Listening?

Often	Seldom	When you and I are talking together.....
		You make me feel as if this is the most important thing you could be doing right now and that your time is truly mine.
		Your attention is divided. You interrupt our conversation by answering the phone or addressing the needs of others who come by your door.
		You begin shaking your head or saying "no" before I finish.
		You make references to other conversations; there is a history to our communication.
		You fidget and squirm and look at the clock as though you can't wait to get on to other, more important, projects and conversations.
		You begin asking questions before I finish my message.
		You look me in the eye and really focus your attention on me.
		You ask questions that let me know you weren't really listening.
		You finish my sentences for me as though nothing I have to say could be new to you.
		You express interest by asking thoughtful questions and by contributing your insights.
		You change the agenda by taking over and changing the content of the conversation.
		You follow up on what we discussed and keep me posted on what is happening.
		You are sensitive to the tone of what I have to say and respond respectfully.
		You give me credit for ideas and projects that grow out of our communications.
		You try to speed things up and leap ahead with ideas or conclusions as though we're in a rush.
		You smile at me and make me feel comfortable and valued.
		You make jokes about things that are serious to me and thereby belittle my concerns.
		You get defensive and argue before I can fully explain my point.
		You seem to assume I have something worthwhile to say.
		You ask questions which demonstrate your efforts to understand what I have to say.
		Whether or not you agree with me, you make me feel that my opinions and feelings are respected.

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