HOW TO BE A GOOD LISTENER

• **Avoid distractions.** Look the other person in the eye, and put your phone away.

• **Slow down.** Our brains process thoughts four times faster than spoken words. It’s easy to skip ahead in a conversation, using your assumptions to fill in the gaps and plan your response. Resist this urge. Focus on what is actually being said.

• **Don’t interrupt.** Take the time to hear the full story.

• **Keep an open mind.** Don’t assume you already know what someone cares about. People will surprise you.

• **Don’t fish.** Avoid leading questions like “Don't you agree that...”

• **Practice empathy.** Sometimes people need to let off steam. Don’t discourage them. Your immediate task is to hear what they have to say, not to judge.

• **Show that you hear what they're saying.** React, ask follow-up questions, and repeat back what you understood. If you don’t understand, ask.

• **Find common ground.** You don’t have to agree with every point, but look for areas of agreement, and acknowledge where you differ.

• **Don’t feel you need to sell something.** An organizer is not a salesperson. You’re genuinely looking to learn the other person’s point of view and create something new together.