



National Council of Jewish Women

TEN COMMANDMENTS FOR GOOD LISTENING

1. **STOP TALKING!** You cannot listen if you are talking.
2. **PUT THE SPEAKER AT EASE.** Help her feel that she is free to talk.
3. **SHOW THAT YOU WANT TO LISTEN.** Listen to understand, rather than to oppose.
4. **REMOVE DISTRACTIONS.**
5. **EMPATHIZE.** Put yourself in the Section Leader's place to see her point of view.
6. **BE PATIENT.** Allow plenty of time. Don't interrupt. Avoid heading for the door.
7. **HOLD YOUR TEMPER.**
8. **AVOID ARGUMENTS AND CRITICISM.** This will put the Section Leader on the defensive. Even if you win, *you will lose*.
9. **ASK QUESTIONS.** This is encouraging, shows you are listening, and increases your understanding of the issues.
10. **STOP TALKING!** This is first and last, because all the other commandments depend on this. You simply cannot be a good listener while you are talking.