



## Affiliated Psychological Services

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### Listening Skills Handout

**DO:** When topics are important, give your attention fully and intently to the other person, trying your best to see things the way the other person does, without putting in any of your own ideas or judgments. Reflect what the other person has just said, in your own words. Keep doing that until the other person has no more to say.

**DON'T:**

- 1) Be judgmental or dismissive
- 2) Interrupt. It will only make the speaker's tension escalate.
- 3) Raise your voice

**DON'T, UNTIL THE SPEAKER HAS NO MORE TO SAY**

- 4) Suggest a solution
- 5) Divert into factual arguments
- 6) Put in any new information or feelings of your own
- 7) Switch the topic to yourself with "I" statements, even if defending yourself

#### ADVANCED REFLECTIVE LISTENING SKILLS

- 1) Help the speaker move from global characteristics to specific interactions that caused the problem.
- 2) When emotions are present, help the speaker move from seemingly objective facts, having nothing to do with him or her, to identifying real feelings.
- 3) Help the speaker move from "you" statements to "I" statements. Once the speaker has gotten to an "I" statement that takes full responsibility for his or her feelings and has no more to say, find a "win-win" solution. This is a solution that both people feel good about.

For more information or questions about this, talk to your therapist.