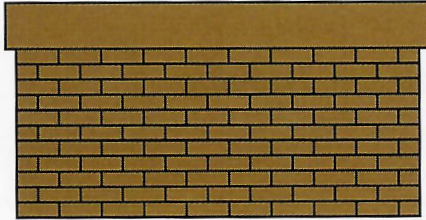


Walls and Bridges

WALLS



Tuning Out

- Pretending to listen
- Not paying attention
- Distracted

Brick Walling

- Planning what you'll say next
- Mentally arguing with speaker

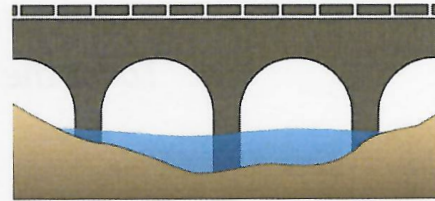
Defensive Listening

- Listening for perceived put-downs
- Becoming angry or hurt too easily

Mechanical Listening

- Focusing only on speaker's words, not the meaning

BRIDGES



Stay in Focus

- Pay attention
- Concentrate on listening
- Tune out distracting thoughts

Open Your Heart

- Be supportive, uncritical, interested, and concerned – WANT to listen

Be an Active Listener

- Ask for clarification
- Give feedback
- Keep eye contact, nod, smile, etc.

Listen with Your 3rd Ear

- Pay attention to the speaker's feelings as well as to the words