

Exhibit 2.6, Effective And Ineffective Listeners

Distinguishing Effective Listeners from Ineffective Listeners

EFFECTIVE LISTENERS

- Listen actively.
- Take careful and complete notes.
- Make frequent eye contact with the speaker (depends on culture to some extent).
- Stay focused on the speaker and the content.
- Mentally paraphrase key points to maintain attention level and ensure comprehension.
- Adjust listening style to the situation.
- Give the speaker nonverbal cues (such as nodding to show agreement or raising eyebrows to show surprise or skepticism).
- Save questions or points of disagreement until an appropriate time.
- Overlook stylistic differences and focus on the speaker's message.
- Make distinctions between main points and supporting details.
- Look for opportunities to learn.

INEFFECTIVE LISTENERS

- Listen passively.
- Take no notes or ineffective notes.
- Make little or no eye contact.
- Allow their minds to wander; are easily distracted.
- Fail to paraphrase.
- Listen with the same style, regardless of the situation.
- Fail to give the speaker nonverbal feedback.
- Interrupt whenever they disagree or don't understand.
- Are distracted by or unduly influenced by stylistic differences; are judgmental.
- Are unable to distinguish main points from details.
- Assume they already know everything that's important to know.

