

## ACTIVE LISTENING THAT WILL BE DIFFICULT FOR ME

- Follow parties' agendas, not mine  
**Yes            No**
- Not act shocked at parties' actions or opinions  
**Yes            No**
- Make eye contact  
**Yes            No**
- Empathize genuinely without appearing to be patronizing  
**Yes            No**
- Show that I understand the emotions  
**Yes            No**
- Not impose my solution  
**Yes            No**
- Not impose my judgments on the parties  
**Yes            No**
- Avoid counseling or advising  
**Yes            No**

## **ACTIVE LISTENING THAT COME EASILY TO ME**

- Listen empathetically without appearing to take sides  
**Yes            No**
- Avoid badgering with questions (interrogating)  
**Yes            No**
- Engage parties with an appropriate air of informality  
**Yes            No**
- Maintain an appropriate air professionalism  
**Yes            No**
- Appear attentive through body language  
**Yes            No**
- Show that I understand the facts  
**Yes            No**
- Avoid inserting the my own experiences  
**Yes            No**
- Not express moral judgments  
**Yes            No**