

Evidence of Good Listening

eye contact
attentiveness
unhurriedness
authenticity
non-judgmental approach
quiet demeanor
warm/feeling
wanting to hear more
repeating back
reflective body language
genuine curiosity
feeling with
empathy
enjoyment
willingness
initiative

Evidence of Poor Listening

changing the subject
no time!
looking away
no further questions
giving an order
fidgeting
adding an opinion
dismissive
condescending
allowing interruptions
avoiding difficult subjects
making comparisons
jumping to conclusions
being reactive
yawning (too tired to listen)