



Listening Guide

“Most people don’t listen with the intent to understand; they listen with the intent to reply.”

— Stephen Covey

The 3 Core Listening Skills

Listen to Understand

Stay present. Don’t plan your response while they’re talking.

Validate What You Hear

Let them know their feelings make sense, even if you don’t agree.

Respond with Empathy

Acknowledge emotion before offering advice or defense.

Practice Exercise

- Partner A talks for 2 minutes about something meaningful.
- Partner B listens silently — no interruptions, phones, or reactions.
- Partner B repeats: “What I hear you saying is...” and “That makes sense because...”
- Switch roles.

Do & Don't

Do	Don't
Make eye contact	Interrupt
Lean in slightly	Cross arms or look away
Nod and acknowledge	Roll eyes or sigh
Repeat key points	Assume you already know
Ask clarifying questions	Defend before they finish

Remember

“Listening is an act of love. When we feel heard, we feel safe.”