

Listening Stumbling Blocks	Looks Like	Sounds Like
CONNECT	Sharing your related experience.	This is what happened to me...
DRIFT	Getting distracted when others are speaking by drifting to unrelated topics.	I don't have time for this. What is my exit strategy for this conversation?
FIX	Interjecting suggestions of "have you tried?" or "you should..." without letting the speaker fully explore the issue.	You shoulda, coulda...
INTERRUPT	Changing the subject or adding your two cents before an idea is fully expressed.	Uh huh; Yes, and here is what I think...
JUDGE	Listening with a critical ear in search of something to disagree with, pushback at, challenge, or argue.	Yeah, but...
PREDICT	Telling yourself a story about how/why someone is feeling/acting and responding based on incorrect assumptions and conclusions instead of facts.	What's your problem?
PRETEND	Pretending to agree with to placate and avoid conflict or confrontation.	Let's sing Kumbaya... It's just not worth it...
QUESTION	Interjecting with a lot of clarifying questions to seek more information and clarification.	Who, what, where, when, why, how ...?