



Listening Basics

Ways of Listening

Adversarial/ Confrontational

Collaborative/Supportive

Defend, Resist	Understand/Support
Me vs. You	Work Together
Make “them” or others wrong	Curious and Empathetic
Judge, Argue, Interrupt, Debate	Ask questions, Paraphrase, Suspend judgment
Distrust, Resentful	Trust, Appreciate
Narrow Options	Open to New Options

