**Professor Schau**

**Communication in Mediation**

**Top Ten Powerful Listening Practices**

***Taken from Maria Shriver: The Power of Listening***

1. *Stop talking.*

One person speaks at a time. One of the most irritating listening habits is that of interrupting.

1. *Pause before speaking.*

Allow the person who is speaking time to complete their thought, wait a few seconds before responding. Another variation on this is to ask “Is there anything else?”  There almost always is.

1. *Listen to yourself.*

Be in touch with your inner voice. Ask yourself, “What wants to be said next?”

1. *Listen for understanding.*

You do not have to agree with what you hear, or even believe it, to listen to understand the other person.

1. *Ask for clarification.*

If you do not understand what someone is saying, just ask.

1. *Let the speaker know that you have heard them.*

Body language: nodding, facial expressions.

1. *Be patient and present.*

Listening well takes time and your presence.

1. *Listen with an open mind.*

Be curious and appreciative of what you are listening to.

Listen for new ideas instead of judging and evaluating.

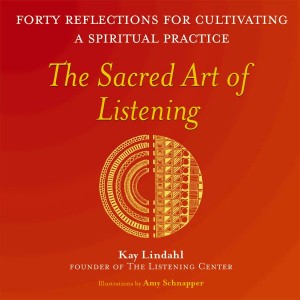
1. *Pay attention to the environment.*

Stop what you are doing to listen.

Turn off background noise when possible; move to a quieter corner of the room; clear your desk.

*10.Listen with empathy and compassion.*

Put your agenda aside for the moment. Put yourself in their shoes.

**[](http://www.amazon.com/Sacred-Art-Listening-Reflections-Cultivating/dp/1893361446/ref=sr_1_1?ie=UTF8&qid=1452820253&sr=8-1&keywords=kay+lindahl)**