KEYS TO SUCCESS
Listening For Understanding

Listening for understanding is important for successful relationships and self-determination.

- **PAY ATTENTION TO WHAT IS SAID**
  When you are trying to listen to someone, don’t do something else. You might not get the entire message.

- **STAY OPEN-MINDED**
  Set aside your personal beliefs and opinions while the other person is talking.

- **UNDERSTAND THE MESSAGE BEING SENT**
  Pay attention to both verbal and non-verbal messages. Think about whether the speaker’s message makes sense.

- **LISTEN CAREFULLY FOR THE WHY**
  When someone tells you something, think about why it’s important to that person.

- **DON’T INTERRUPT – WAIT A LITTLE BIT BEFORE RESPONDING**
  Tell people what you want and why it’s important to you.

- **SHOW THE SPEAKER YOU CARE & ARE ENGAGED IN THE CONVERSATION**
  Use non-verbal messages like nodding your head and maintaining appropriate eye contact. Be interested and curious. Ask open-ended questions.

- **REPEAT BACK THE MESSAGE AS YOU UNDERSTAND IT**
  When you repeat back the content, emotions, and meaning of the speaker’s message, it shows you were listening. It will also give the speaker a chance to clarify any misunderstandings you may have.

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