

LADDER: SIX GUIDELINES FOR BETTER LISTENING

Using the Ladder Technique to become a Successful Listener

Look at the person

- Don't stare, look in the direction of the person's face
- Don't look at the floor or ceiling
- Looking away communicates distrust, suspicion
- Looking at the person conveys sincere interest
- If your eyes are elsewhere, your mind is elsewhere

Ask questions

- Asking questions helps you gather information
- Helps you understand the person's feelings, needs, and opinions

Do not interrupt

- Speak only in turn
- Hold your idea until the other person is finished

Do not change the subject

Emotions

- Check your emotions.
- Don't overreact to the words or ideas of others
- Hear others out. Be respectful of other viewpoints and opinions

Responsive

- Be responsive in your demeanor, posture, and facial expressions