

**Chapter Seven**  
**Fostering Communication**

**Productive Listening Skills**

Great communication skills require avoiding negative listening habits such as:

- Thinking of solution while listening to someone else speaking
  - Prying for details about what is unimportant to the theme of a conversation
  - Dwelling mentally on a personal experience related to what is being described
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Equally important, it is helpful to practice active listening habits. Active listening means focusing fully on the speaker's message without distraction by doing the following:

***-Asking clarifying questions***

*(describe a situation that would be improved with a more intentional effort in asking clarifying questions)*

***-Reframing the conversation***

*(describe a situation that would be improved with more of an intentional effort in reframing a conversation)*

***-Closing our mind to other thoughts***

*(describe a situation that would be improved with more of an intentional effort in closing our mind to other thoughts)*