**Good Listening**



1. STOP TALKING

You cannot listen if you are talking.

2. PUT THE TALKER AT EASE.

Help the student feel that he/she is free to talk. Focus on the student by using personal terms like “you” and “your” instead of “I” and “me”.

3. SHOW THE STUDENT THAT YOU WANT TO LISTEN

Respond to the student in an interested manner. Use eye contact and body language to show that you are interested. Look like you don’t want to miss a single word.

4. REMOVE DISTRACTIONS

Don’t model distractible behaviour by doodling, tapping, or shuffling papers. Your phone should be away and off so as to not be a distraction and to create a respectful learning environment. Your full attention provides a sense of safety for your tutee and their learning process.

5. EMPATHIZE

This means trying to put yourself in the student’s place so that you can see from his/her point of view.

6. BE PATIENT

Allow plenty of time. Do not interrupt the student. Don’t start to walk away. Stick to the student’s subject or concern.

7. HOLD YOUR TEMPER

An angry person gets the wrong meaning from words.

8. GO EASY ON ARGUMENT AND CRITICISM

This puts the student on the defensive. The student may “clam up” or get angry. Don’t argue; even if you win, you lose. Do use a critical feedback framework like the “sandwhich” or “Stars and a Wish” etc.

9. ASK QUESTIONS

This encourages the student and shows that you are listening. Ask them to explain what they do know and where their understanding breaks down.