

ACTIVE LISTENING 3

CONTROLLING BEFORE LISTENING

Before Listening

Let me take some time to think about...

You would like to start by...

How do you feel about...?

What concerns you the most about...?

What seems to be the problem?

What do you think about doing ... this way?

Tell me more about...?

What is your desired outcome? ☐

What benefits would you like to get out of...? ☐

What is your plan? ☐

What will you do?

What are your next steps?

So the main objective/purpose is...

