

# *Non-Defensive Listening*

(Adapted from Naomi Arnold's Non-Defensive Listening: How to Listen to Understand)

## Listening to Understand



**#1: Don't Interrupt**

**#2: Be Empathetic**

**#3: Watch Your Body Language**

**#4: Don't Play 'Word Games'**

**#5: Be Aware of Biases and Perception  
Filters**

**#6: Be Self-Aware and Watch Your  
Emotions**

**#7: Listen to Understand, Rather than to  
Respond**

**#8: Apologize**