

Table 1.2 A Contrast Between Effective and Ineffective Communication

Effective listening	Ineffective listening
• Remaining silent	• Talking while speaker is speaking
• Listening patiently	• Losing patience during conversations
• Putting speaker at ease through encouraging gestures	• Giving negative signals to show your disinterest
• Maintaining eye contact with the speaker	• Looking here and there but not at the speaker
• Giving positive signals (nodding, etc.) to show your understanding	• Looking at the speaker passively
• Empathizing with the speaker	• Considering yourself too important to share speaker's ideas
• Asking questions at an appropriate time	• Interrupting whenever you disagree
• Staying focused on the context	• Getting distracted or letting the mind wander