



Table D.1a Conditions and barriers to constructive listening

Preconditions for constructive listening	Barriers to constructive listening
<ul style="list-style-type: none">• Active attitude: pay attention (face speaker); keep an open mind• Show attention (maintain eye contact, engage yourself)• Prove attention: provide feedback• Defer judgement (don't interrupt without a good reason)• Show respect and respond appropriately• Minimise external and internal distraction	<ul style="list-style-type: none">• Psychic: bias or prejudice• Language differences or accents• Environment: noise; talking to your neighbour• Emotional: worry, fear, or anger• Concentration: lack of attention span• Judgement: making assumptions about what the speaker is thinking or giving your opinion on how you handled a 'similar' situation• Multi-tasking

Sources: www.psychologytoday.com; www.mindtools.com; own observations