Listening is more than just hearing words. Listening involves:

- **Empathy**
  To fully understand another person we must try to see the world through the other person’s eyes — feel the world from their perspective. This does not mean we must agree with their ideas. We accept them for who they are while listening to them and come to understand the differences in our perspectives and ways of thinking.

- **Patience**
  To be a good listener, we need to practice patience and shift our attention from ourselves and what we have to say in order to hear and understand what the other person has to offer.

- **Openness**
  Listening means we are ready to receive new information even if it undermines our own position. To listen is to be ready to reflect on our own assumptions and see how they may affect the way we see the world, and how different assumptions might lead to different conclusions.

**IN ATTENTIVE LISTENING:**
- We listen, not with the intention of constructing a better argument or finding the flaws, but to understand.
- We listen openly to multiple perspectives rather than murder the alternatives.
- We are curious about the experiences of others, ask genuine questions, and try to understand the true intent beneath what the speaker is saying.
- We listen not only for what is being said but also for what is not being said. We listen to the underlying emotions and needs.

“Most people do not listen with the intent to understand; they listen with the intent to reply.” ~Stephen Covey