

Nine Hindrances*



***to good interpersonal relationships**

1. Self-centeredness
2. Non-forgiving attitude
3. Hypercritical/judgmental spirit
4. Insecurity(easily threatened)
5. Reluctancy to trust
6. Prejudice
7. Unwillingness to open up
8. Failure to recognize individual differences
9. Inability to let some things go



Tips for Better Listening

- ✎ Make eye contact without staring.
- ✎ Allow the other person to share his/her point of view without interrupting.
- ✎ Maintain a relaxed posture.
- ✎ Avoid distracting gestures (*shaking your leg, tapping your pen, etc.*).
- ✎ Set aside your own stuff (*preoccupations, biases, etc.*), so you can concentrate and focus on the other person.
- ✎ Avoid judgmental expressions (*rolling eyes, sighing, etc.*).
- ✎ Be observant; note expressions and tone of voice and react accordingly.
- ✎ Wait patiently through silence (*valuable for gaining courage, regaining composure, dealing with tears, thinking, etc.*).