

ACERT Presentation
Tuesday, 3/28/23
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Barriers to Effective Listening

- **Comparing** – Thinking about how you measure up
- **Mind Reading** – Making assumptions about what others are saying
- **Rehearsing** – Preparing for your next comment without listening to others
- **Filtering** – Listening to some things and not to others; avoid hearing certain things
- **Judging** – Being critical of the speaker, thereby devaluing what they say
- **Daydreaming** – Half-listening due to preoccupation with your own private thoughts
- **Overidentifying** – Taking everything a person tells you and refer it back to your own experience - Taking things personally
- **Advising** – Hearing (only) a few sentences before searching for the right advice/answer/response
- **Sparring** – Arguing and debating with people, “playing devil’s advocate”
- **Being Right** – Going to any lengths to avoid being wrong = “yes, but” = “no”
- **Derailing** – Suddenly changing the subject