

<i>Do</i>	<i>Don't</i>
Eliminate distractions and make eye contact with the speaker.	Stare so intently that you make the speaker uncomfortable.
Nod or use other cues to show you're listening.	Interrupt or change the subject.
Show empathy.	Share your own related stories unless you're asked.
Listen objectively while the person is speaking.	Plan your own response while they are speaking and fail to hear everything.
Follow the speaker's lead regarding how much they wish to reveal.	Pry, or try to get the speaker to divulge things that are too personal.
Restate the speaker's points, if needed, to make sure you understood correctly.	Continuously repeat the speaker word-for-word.
Ask questions to prompt the speaker to think about possible alternatives.	Offer your own opinions, unless you have expertise that will help provide a solution.
Encourage the speaker and be optimistic.	Be unrealistic or offer false enthusiasm.
Ensure confidentiality.	Repeat to anyone what you were told in secrecy.