

## Barriers to Getting Another's Perspective Job Aid

Barrier	Method to Remove Barrier
Prematurely passing judgment on what is being said	Suspend your judgment until you have recognized and removed any filters you may have.
Lacking energy to listen and focus on the speaker	Reschedule the conversation until you are able to be fully attentive.
Focusing on distractions (e.g., noises, diverted attention, activity surrounding you)	Turn off the computer screen or telephone, close the door.
Lacking motivation to listen (e.g., because the information is repetitive, the excuses are the same, it's the same old "spiel")	Stay focused on why and what the speaker wants you to hear. Ask questions; be curious.
Focusing on details and not understanding the overall meaning	Remind yourself of the speaker's purpose and/or restate the primary objective.
Letting your own thoughts get in the way of listening (i.e., your personal "to do" list)	Become an active listener (i.e., question, paraphrase, comment) and stop your internal monologue.
Being preoccupied by the use of the language (e.g., accents, rate of speech, grammar)	Listen attentively, paraphrase, and ask questions.