

## - Interview Helps -

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### SOME BLOCKS TO GOOD LISTENING THAT SHOULD BE AVOIDED

**Anticipation** ...of the end of a sentence or statement and instead of continuing to listen, beginning to think about the next question.

**Intolerance**...or being mentally critical of the person being interviewed due to her/his speech, appearance or mannerisms.

**Impulsiveness**...or interrupting the person's answer to either interject your own thoughts or to ask another question.

**Indolence**...or allowing your attention to wander.

**Suggestibility**...or undue influence from emotion laden terms.

**Time Restraints**...or worry about meeting other commitments and rushing the volunteer.

**Preconceived Ideas**...or deciding about the person's interests or skills by her/his appearance or manner.

**Language Differences**...or failing to hear what people who speak English with difficulty are trying to communicate.