Does the person speaking just want to feel heard?

Will what I want to say harm or help the person hearing it?

Is the silence improved by what I say?

Should I be listening?



Has the person asked for my opinion?

Is what I think more important than what the other person is feeling?

Am I sure
I have the
correct solution
for the other
person's problem?

Is the person calm and open to hearing what I have to say?