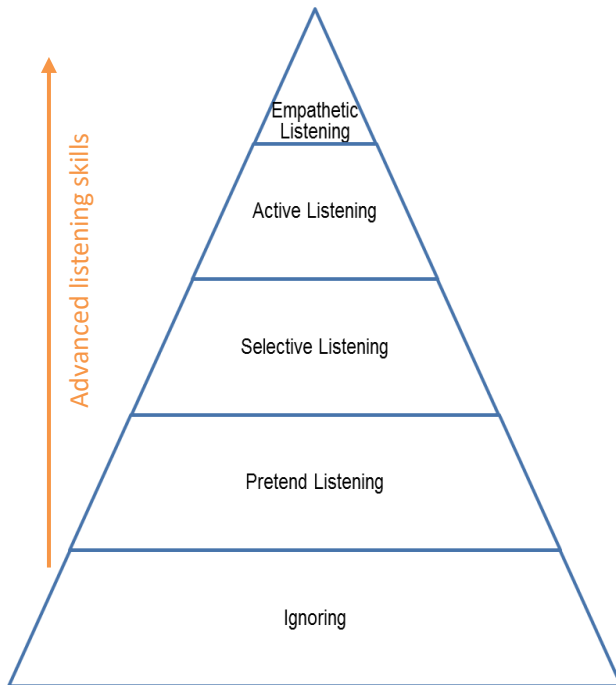


Why listening?

- Listening makes other people feel worthy, appreciated, interesting and respected
- In the business world, listening saves time and money by preventing misunderstandings, as we learn more when we listen than when we talk
- In our “love relationships”, listening brings greater communication and intimacy. Parents listening to their kids helps build their self-esteem
- Listening skills fuel our social, emotional & professional success



10 tips for building listening skills to show you care:

1. Face the speaker – attentive body language
2. Maintain eye contact – yet allow all to remain comfortable
3. Minimize external distractions - turn off pc, put down papers, find a quiet location
4. Respond appropriately – demonstrate you understand
5. Focus solely on what the speaker is saying - try not to think about what you are going to say next
6. Minimize internal distractions – don’t drift. Re-focus your attention on the speaker
7. Keep an open mind - wait until the speaker is finished before making assumptions or decisions
8. Avoid letting the speaker know how you handled a similar situation - unless they ask for advice
9. If the speaker is launching a complaint against you, wait until they finish to defend yourself – the speaker will feel their point is made and you will then have the full facts
10. Engage yourself - ask questions for clarification, but, wait until the speaker has finished. Paraphrase their point to make sure you didn’t misunderstand

Must Knows

- Listening is a skill we can all learn and develop
- Many people listen to interrupt, tell their story, give their opinion.....
- Yet, the aim should be to understand the other person and their view

Must Do Actions

- Use open questions
- Engage in genuine dialogue
- Focus on other person (give time, use eye contact, be open)
- Show empathy
- Incorporate others’ views

Impacts

- Trustful relationships
- Raised understanding
- Avoiding hidden problems
- Building rapport
- Motivation