

Listening Skills

Hear What People Are Really Saying



Start Here

Active listening is a technique that enables you to fully concentrate on what others are saying, and to understand their **complete message**.

It can make you more effective at work, increase your ability to influence and negotiate, and prevent misunderstandings.

1

Here's how to do it:

Pay Attention

Look at the speaker, be aware of their body language, and ignore distractions.



I'm all ears!



Show That You're Listening

Nod, smile and say "yes" or "uh-huh" from time to time, to **encourage the speaker to continue**.

2



Make sure that you **really hear** what the other person is saying. **Stay focused**, and avoid falling back into old habits.

Becoming an **active listener** can increase your **productivity**, improve your **relationships**, and help you to avoid conflict.



Respond Appropriately

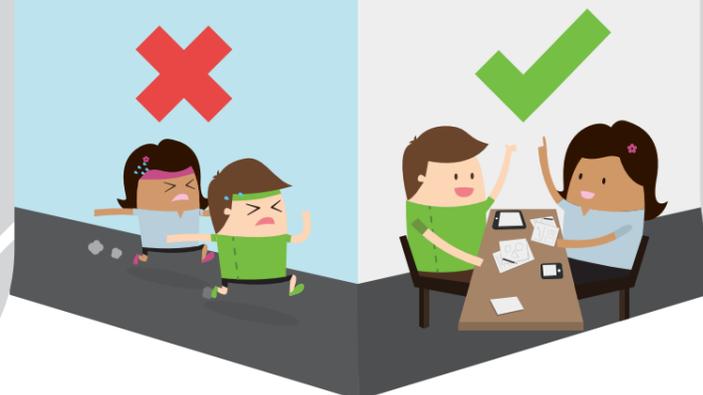
Be **open, honest** and **respectful** of the speaker's opinion – even if you don't agree with it. If you understand one another's positions, you can work toward a shared goal.

5

4

Defer Judgment

Allow the speaker to **finish their point before** you offer a counter argument. It's a discussion, not a race!



So, what you're saying is...



Do you mean that...?

3

Provide Feedback

Reflect the speaker's words back to them, and **ask questions** to check that you **understand correctly**.

To learn more about Listening Skills, read the article at www.mindtools.com/listen