

Attentive Listening (Pt2)

“I know that you believe you understand what you think I said, but I’m not sure you realise that what you heard is not what I meant” - Robert McCloskey

Active Listening is integral to Effective Communication

So often relationships, both personal and workplace, can founder on the seemingly smallest things – like listening! Here’s a reminder of how to tweak your listening skills. You’ll be surprised at how a little effort can reduce misunderstandings and encourage respect.

Tips for Active Listening

Attend- Be There!

Give your physical attention to the other person.

- -Incline your body towards speaker, maintaining an open posture
- -Avoid distracting gestures
- -Show eye contact that expresses interest (not staring!)
- -Choose a non-distracting environment

Follow- Convey non-verbal clues to show you are listening.

- -Ask infrequent questions
- -When necessary, use open questions (that invite an answer, not just ‘yes’ or ‘no’)
- -Convey an attentive silence, genuinely engaging with another person

Reflect- Show that you have heard.

- -Reflect back your understanding of what was said to ensure you heard the other person correctly.
- -Summarise the main themes and feelings to check you’re both on the same track