1 ☐ **ACTIVE LISTENING**

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2 ☐ **Active listening – what is it?**

■ A person's willingness and ability to hear and understand
■ An exchange between people
■ Takes practice (which is why we don't use it regularly)

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3 ☐ **Active listening skills**

4 ☐ **Pay attention**

1 ■ Your frame of mind
– *Be present*
– *Remember your intention (to connect & understand)*
– *Work from a place of respect*
– *Be comfortable being silent*
– *Prepare to accurately summarize the other person's ideas, concerns, and feelings*

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2 ■ Body language
– *Maintain eye contact*
– *Show interest*
– *Maintain open body position and posture*
– *Give nonverbal affirmations*

■ The other person
– *Pay close attention to their nonverbal and verbal behaviour*

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5 ☐ **Hold Judgment**

6 ☐ **Reflect**

■ Paraphrase information

- *"What I am hearing is …."*
- *'Let me make sure I understand what you are saying."*
- ■ Paraphrase emotion
  - *"You seem to have doubts about…"*
  - *"It seems to me that you are feeling very happy about…"*
  - *"Sounds as if you're feeling pretty frustrated and stuck"*
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7 ☐ Clarify

- ■ Open ended questions
  - *"What are your thoughts on…?"*
  - *"What led you to draw this conclusion?"*
  - *"What would happen next?"*
- ■ Clarifying questions
  - *"Let me see if I'm clear. Are you talking about…?"*
  - *"I must have missed something. Could you repeat that?"*
- ■ Probing questions
  - *"More specifically, what are some of the things you've tried?"*
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8 ☐ Summarize

- ■ Brief restatement of the core themes
  - *Helps people see their key themes*
  - *Solidifies your understanding of their perspectives*
- ■ You might start this by saying:
  - *"It sounds as if your main concern is…."*
  - *"These seem to be the key points you have expressed …."*
- ■ You may also ask the other person to summarize
  - *" What have you heard so far?"*

9 ☐ Share

- ■ As an active listener you are an active party in the conversation
- ■ You can introduce your ideas, feelings, suggestions and address and his concerns once you gain a clearer understanding of the other perspective

- ■ Examples:
  - – *"You're telling me… triggered the thought that….."*
  - – *" May I share something similar?"*

10 ☐ **Barriers to active listening**

11 ☐ **Your challenges to active listening**
- ■ Look back at the assessment you completed on your listening skill
- ■ Target those questions for which you indicated "often" or "very often"
- ■ Use some of the suggestions presented here and on the web page where the quiz appeared to work on those challenges and develop your skills
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12 ☐ **Tips and tricks to improve your listening**

13 ☐ **More tips & tricks**

14 ☐ **More tips & tricks**
- ■ Interrupting / showing signs of impatience….
  - – *Focus on what is being said, not what you want to say*
  - – *Allow time to formulate your response after the other person finishes speaking*
- ■ Giving advice too soon….
  - – *Consider that the other person may just need to be heard and understood*
  - – *Ask open-ended questions that encourage the other person to offer ideas.*
  - – *Don't be afraid of silence*
- ■ Telling people not to feel the way they do.
  - – *Feelings are real for those experiencing them*
  - – *Acknowledge the other person's feelings; include them in your interpretation of what's occurring*
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15 ☐ **More tips & tricks**

16 **More tips & tricks**

- Discomfort when the other person expresses emotions
  - *Remember that emotions can provide important information*
  - *Name the emotions as you notice them: "You seem worried about.... Tell me more about it."*
- Difficulty understanding what people are trying to say.
  - *Use open-ended, clarifying, and probing questions.*
  - *If others are present, ask someone else to state what he or she heard.*

17 **Summary**

- There are many benefits of active listening for those in leadership
  - *Improved working relationships which are based on trust, respect, and honesty*
  - *Better information on which to base decisions/actions*
- Leaders can become more effective listeners by learning the skills and behaviours of active listening
- Active listening improves the ability to lead
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