



How to Listen Effectively

Listen with your body

- face the speaker
- adopt an open posture
- make eye contact

Show the speaker you are listening

- nod and say 'yes'
- paraphrase what you hear
- ask questions to clarify

Listen with empathy

- put yourself in their shoes
- listen for feelings behind the words

Ask open ended questions

- avoid questions that can be answered yes or no
- ask questions that don't assume the answers

Ask follow up questions

- ask for more detail
- ask about what came before or after
- ask about feelings

Avoid common blocks to listening

- talking and interrupting
- personal beliefs and feelings
- jumping to conclusions
- distractions and interruptions

The best listening technique of all is genuine curiosity!