

Listening Tips

- Listening is ALWAYS about the other person, not about you.
- Talk less, listen more.
- Listen to understand, not respond.
- Be present physically (nonverbal is between 80% - 93% of communication).
- Don't interrupt!
- Be patient, wait before speaking to ensure the other person is done talking.
- The more you let the other person talk, the more connected they will feel to you.
- Show people you are interested and invested:
 - Lean in
 - Make eye contact
 - Nod
 - Be silent
- Pay attention to body language and respond to cues.
 - "You seem a little upset...."
 - "You're usually so full of energy...."
- Invite them to talk.
 - What's going on?
 - Would you like to talk about it?
- Ask questions.
 - Ask one question at a time.
 - Ask open questions.
 - Start with what, why or how.
 - Avoid leading questions.
- Encourage them to continue talking by using encouraging phrases.
 - Yes/Yep
 - Interesting (Be careful with this one. Tone should be neutral.)
 - Good / Awesome
 - Wow
 - Tell me more
 - Please, go on
- Don't force someone to talk.
- Paraphrase
 - Don't parrot, show that you understand the message.
 - Hear really important information and repeat it.
 - Check your assumptions.
 - Prevents misunderstandings.