

Tips and tricks for Active Listening

Communication is a key success factor for every project where change is involved. The goal of communication is to foster understanding and alignment.

Communication is the exchange of specific messages between two or more people, and based on words, actions and processes. Communication begins with *listening!*

The Importance of Active Listening

- Why is active listening so important?
 - Listening is a prerequisite for communication
 - It builds trust; encourages people to share; shows respect for ideas and opinions
 - It is a key skill for dealing with resistance
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- What does it mean to be an active listener?
 - **Hear** what people are saying - their words
 - **Recognize** the emotions behind the words
 - **Understand** why something was said (motivation, intention)
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- How will “active listening” help me?
 - You demonstrate that you are paying attention
 - Show people you really understand
 - You get to the source of the issue - getting good information

Tips To Be an “Active” Listener

1. Stop Talking!
2. Empathize with the speaker
3. Ask questions (show interest, seek clarity)
4. Don't interrupt (give them time to speak)
5. Stay focused (avoid getting distracted)
6. Look at the speaker and respond (eye contact, smile, nod)
7. Get the main point
8. Clarify - Tell them what you heard them say
9. React to ideas, not to the person