

Tips for Active Listening



1. Give the other person your undivided attention

Don't answer calls or check your emails—just focus on the conversation in hand

2. Allow enough time to listen

Set aside time to talk when neither of you will feel rushed or distracted

3. Concentrate on what is being said and don't interrupt



4. Questions are a way to clarify what is being said, and a way for you to show you are interested

It's important not to jump in when the other person is talking. When there is a pause in the conversation, or after the other person has finished speaking, you might ask "what do you think?"

5. Summarise and repeat back what the other person has said

This will help you make sure there is no misunderstanding or miscommunication

6. Try to keep an open mind

Refrain from judging until you've heard all that the person has to say

7. Keep your body language open and welcoming

You can try to mirror the other person, nod your head and make eye contact. Also remember to keep your posture open and welcoming (don't cross your arms!)

Tips for Active Listening



1. Give the other person your undivided attention

Don't answer calls or check your emails—just focus on the conversation in hand

2. Allow enough time to listen

Set aside time to talk when neither of you will feel rushed or distracted

3. Concentrate on what is being said and don't interrupt



4. Questions are a way to clarify what is being said, and a way for you to show you are interested

It's important not to jump in when the other person is talking. When there is a pause in the conversation, or after the other person has finished speaking, you might ask "what do you think?"

5. Summarise and repeat back what the other person has said

This will help you make sure there is no misunderstanding or miscommunication

6. Try to keep an open mind

Refrain from judging until you've heard all that the person has to say

7. Keep your body language open and welcoming

You can try to mirror the other person, nod your head and make eye contact. Also remember to keep your posture open and welcoming (don't cross your arms!)