

# ACTIVE LISTENING TIPS



Active listening is a skill that enhances not just your communication effectiveness but also your relationships within and outside the workplace. These tips will help you become an attentive listener, ensuring you fully understand and engage with speakers, fostering more meaningful interactions.



## PAY ATTENTION

**Action:** Give your full attention to the speaker. Avoid distractions and focus on their words.

**Signs of Attention:** Maintain eye contact, nod occasionally, and position your body to face the person speaking.

## SHOW YOU'RE LISTENING

**Action:** Use your body language and gestures to convey your engagement.

**Examples:** Nodding, smiling, and using small verbal comments like "yes" or "uh-huh."



## PROVIDE FEEDBACK

**Action:** Reflect on what has been said by paraphrasing. "What I'm hearing is..." and "Sounds like you are saying..." are great ways to reflect back.

**Purpose:** It shows you are listening and understand, plus it gives the speaker the chance to correct if there's a misunderstanding.

## DEFER JUDGMENT

**Action:** Allow the speaker to finish each point before asking questions or making comments.

**Benefit:** Avoids interrupting their train of thought and shows respect for their perspective.



## RESPOND APPROPRIATELY

**Action:** Be candid, open, and honest in your response.

**Advice:** Assert your opinions respectfully. Treat the conversation as a learning opportunity for both you and the speaker.

## BONUS TIP: ASK QUESTIONS

**Purpose:** To clarify certain points or gather more information.

**Approach:** Use open-ended questions to encourage detailed responses.



Mastering active listening can significantly improve your communication skills, making you a better colleague, leader and friend. These tips are your first steps towards becoming an effective listener who values and understands the perspectives of others.