

Keys to Active Listening

Let's put these skills into practice each and every day and be an outstanding listener!

- ❖ Let people finish what they're trying to say before you speak.
- ❖ If the person hesitates, encourage them to continue instead of immediately starting your reply.
- ❖ Withhold judgment about the person's idea until he/she has finished.
- ❖ Listen intently, even though you "think" you know what they are about to say.
- ❖ Listen nonjudgmentally, even if you may not like the person who's talking.
- ❖ Stop what you're doing and give full attention when listening.
- ❖ Give the person appropriate eye contact, head nods, and non-verbals to indicate that you're listening.
- ❖ Listen fully regardless of the speaker's manner of speaking (i.e., grammar, accent, and choice of words).
- ❖ Question the person to clarify his/her ideas more fully.
- ❖ Restate/paraphrase what's said and ask if you got it right.