



ACTIVE LISTENING



Active listening is a highly influential skill that anyone can learn but it does require effort and it takes practice and willingness.

By directly modelling the following skills of active listening you will provide the best chance of nurturing those same skills to develop in others.

Strong learners are active listeners!

BEAM yourself towards the speaker by developing a strong self awareness of:



BODY

- Consider your level and your posture. When you are truly focussed on someone you will naturally be at the same level and also mirror their body language.
- Show stillness and ensure your body is focussed in a physically positively way.
- Check that your facial expressions show warmth and reflect a willingness to listen.



EYES & EMPATHY

- Try not to be distracted by other things going on around you.
- Find a balance between looking gently at the speaker but not staring.
- Show you are understanding any emotions that are being expressed, or seek clarity on them. For example try saying something like: "How did that make you feel?" "I can see you are feeling....." "That must have made you feel....." "You sound about that."



ATTITUDE

- Keep your focus on the speaker and show that you are paying attention to them in a warm and positive way.
- Make encouraging and relevant comments that reassure the speaker you want them to continue talking.
- Remember, sometimes even silence can be encouraging.



MIND

- Where are your own thoughts while you are listening? Try to keep your mind on the speaker and not on what you want to say next.
- Wait until they have finished talking before you start to think about your response.
- A short silence while you collect your thoughts is a powerful way to show that you care about what you have just heard.