

Tips for Listening

Active Listening

- Focus on listening and processing info rather than speaking.
- Your goal is to fully understand the other.
- Mentally register and record facts and observations for later use.
- Confirm listening by sounds, gestures and expressions.
- Actively seek to understand, ask clarifying questions, offer observations or conclusions, deepen the conversation.
- Check assumptions and interpretations by paraphrasing.

Deep Listening

- Listen for content (foreground) as well as for background info: needs, concerns, agendas, intentions, hopes, experiences, boundaries, preferences, etc.
- Pay attention to non-verbal communication: Are body language and facial expressions in-sync with what is being said?
- What is not being said? Are there gaps?
- Self Manage: Notice reactions, triggers and emotions, and regulate what responses to bring in and when (EQ.)
- What is the pace, tone or “music”?
- What are you experiencing? What are your thoughts, images, ideas? Use yourself as an instrument or tool for gaining deeper understanding.