

Please review the following “listening tips”.

- Stop talking! You can not listen if you are talking.
- Help the one who is talking to feel comfortable and at ease.
- Show the “talker” that you are interested in what they are saying.
- Remove distractions, and give the talker your full attention.
- Be patient and allow sufficient time. Do not look at your watch.
- Do not interrupt.
- If necessary put yourself in the “talker’s” shoes by showing empathy.
- Ask questions.

Becoming a better listener will make you a more patient person and it will enhance the quality of your relationships. Everyone loves to talk to someone who truly listens. Studies have shown that when people listen well, they are considered more intelligent, thoughtful, empathetic and helpful. Great listeners make great leaders.

Your Assignment

Reflect on how you communicate information to those you lead. Think about the types of messages or content types, and the delivery methods and consider if there are any opportunities for improvement. Additionally, think about how information is communicated to you. Are there any opportunities for improvement that you can suggest to those that share information with you? Do you send and receive information that is important and of value, timely and accurate? Please also consider what kind of listener you are. Please review the listening tips to determine if you can improve your listening skills.