Active Listening



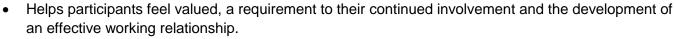
Why Active listening?

Active listening will improve communication, build relationships and help your work be more effective.

What is it?

- Active listening defines a clear way to take in participant input, an important part of any collaborative effort.
- It involves listening attentively to others opinions or information without 'jumping ahead' or formulating a response prematurely.
- Summarizes input clearly for the listener and the whole group.
- Seeks clarification when needed.

Why is it important?



- Builds trust by showing interest and a desire to understand.
- Fosters the opportunity to hear new ideas.
- Necessary in order to get group support and buy in.
- · Helps others hear themselves more clearly.

How do I do it?

- Set a good example.
- **Be curious** about the opinions of others. Have two way conversations. You know what you know, learn something new!
- Summarize neutrally what you hear to check for accuracy. Remove any heated emotion.
- Seek clarification when needed and avoid making assumptions.
- Clarify the definitions of commonly used terms.
- Establish ownership of meeting results with participants in the beginning.
- Review ground rules established in the beginning of your meeting.
- Ask the group what it needs to pay attention, a break, more information...
- Use a "Parking Lot" to capture issues needing more attention than you have time for.



