



Keys To Effective Listening

PAY ATTENTION TO WHAT THE WORKER IS SAYING

- Face the speaker
- Make and maintain eye contact

SHOW THE SPEAKER YOU ARE LISTENING

- Nod and say yes at appropriate times
- Paraphrase what you hear

LISTEN WITH EMPATHY

- Put yourself in their shoes
- Listen for the feelings behind the words

AVOID THESE COMMON BLOCKS TO LISTENING

- Talking and interrupting
- Personal beliefs and feelings
- Jumping to conclusions

ASK QUESTIONS TO CLARIFY

- Ask for more detail
- Ask about what came before or after
- Ask questions that don't assume the answers
- Ask open-ended questions
- "Why?" is always a great question to ask:

"Why does that happen?"

"Why do you feel that way?"

"Why is that a problem?"

"I assure you that you can pick up more information when you are listening than when you are talking" – E.B. White, author