



Knowledge to lead

Improving listening skills

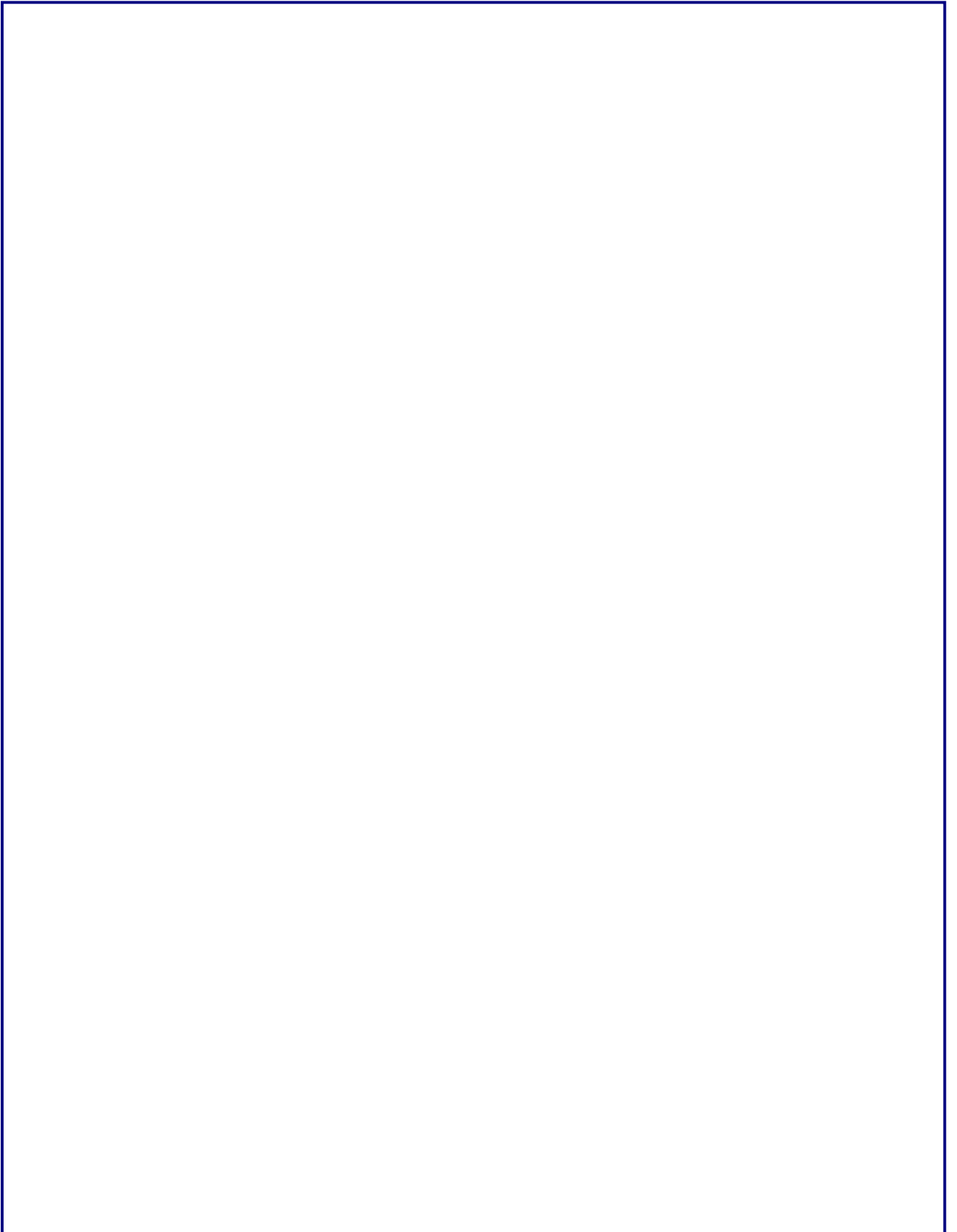
Step by Step

1. Make sure you have the time for a talk before starting one.
2. Remove any distractions such as computer or mobile phone.
3. Listen to the speaker without interrupting. Allow the speaker end his/her statement and defer your own judgment and counter-arguments.
4. Focus on what the speaker is saying as well as on the underlying messages sent through his/her tone and body language.
5. Keep concentrate and avoid glancing at your watch, as it shows a loss of interest.
6. Keep eye contact while listening as well as while replying or asking questions.
7. Show the speaker that you are listening by nodding your head, smiling, or telling comments such as "yes", "I see", "uh huh".
8. Give feedback to make sure you really understood speaker's message.
 - Paraphrase and summarize what he/she said
 - Ask questions.
9. Remember that active listening is a skill you acquire through practice. You might need time to improve it.



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