



Listening **Empathically**

Listening is the Number 1 skill when it comes to effectively communicating. It truly is a challenge and takes an awareness of the skill, discipline in applying it, and in the first place a willingness to want to be an effective listener.

So, how good a listener are you?

We often kid ourselves that we are truly listening when someone is talking to us. There are many barriers that prevent us from empathically listening to the other person, preventing us from really hearing what it is that is being said. One of the biggest barriers is often the lack of time we seem to have and we won't always get our 'listening' right for any number of reasons.

The background is a solid teal color with several large, semi-transparent, abstract shapes in a lighter shade of teal. These shapes include a large leaf-like form at the top, a circular shape at the bottom right, and several curved, overlapping shapes that create a sense of movement and depth.

Empathic Listening IS:

Ears

Using these in proportion.

We have two ears and only one mouth and how often do we use these disproportionately?

Managing Silence

Giving people some time to think and resisting the urge to cut in too soon in the conversation. Manage the urge to speak and fill the quiet space in discussions.

Paraphrasing

Summarising by repeating back in your own words checking that what you have heard is actually what was said.

Acknowledging

Feelings and building rapport through matching and mirroring body language and listening to the language the person uses. Using effective questioning skills to draw out information.

Time

Giving the gift of time to someone and really listening to the tone of their voice so you can listen out for what is not being said and should be said, as well as what they are saying.

Holding Off

Making judgements and drawing conclusions too early.

Impartiality

Being neutral in discussions and not influencing the direction of the discussion when it is not appropriate to do so.

Clarifying

Clearly confirming and gaining at the end of the discussion a conclusion that is mutually understood.



Gill Main
Partnering 4 Performance

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