

Listening Skills



Listening is one of the most important skills you can have. Listen with intention and connection by following these 5 steps.



1. Give your full attention

2. Demonstrate you are listening

3. Validate

4. Don't problem solve

5. Respond appropriately

Active listening skills:

- Try to really “hear” what the other person is saying.
- Be aware of their body language and your body language – try to ignore distractions.
- Think about eye contact in making connection – follow the other person’s lead to do what is most comfortable for them.
- Demonstrate you are listening by nodding your head. You could even say “help me understand how you are feeling”.