



**INTRODUCE** bite sized workshop in terms of what we will be covering.

**POINT OUT:**

- Listening is a key skill in communicating.
- Hearing is not the same as listening.
- Good listeners employ subtle skilled behaviours that help the rapport and influence process.
- Good listeners tended to be liked, respected and enjoy more productive working relationships with colleagues and customers.
- This mini training session will help develop your listening skills.

## Do You Ever.....

- Scan emails during a phone call?
- Switch off from tedious, boring conversations?
- Eavesdrop on other conversations when listening to someone?
- Forget people's names after you have been introduced to them?
- Ask people to repeat what they have said because you weren't listening earlier?

Q How many of you are good listeners?

A Gauge reaction then **SHOW** above slide and gain feedback.

- **GAUGE** reaction again!

## Active Listening

- Appropriate listening noises
- Taking notes
- Summarise & confirm
- Listening beyond the words - tone and emotions
- Asking appropriate questions
- Concentrate on them
- Mirroring their words
- Sincerely empathising



How can we ensure that we are making a conscious effort to hear what is being said, and at the same ensure the caller feels listened to? **DISCUSS** then **REVEAL** slide.

• **Appropriate listening noises**..... “Mmm “, “yes” “I see” are good to do (particularly with telephone conversations where the body language signals are not present). Silences can be unnerving but this will encourage them to talk.

**BEWARE** of rhythmic listening noises where we give a signal of listening but we’re not – our brain has switched to something else.

• **Taking notes**....there is nothing wrong in actually telling someone “let me make a note of that” ... it shows you are taking them seriously, and worthy of note.

• **Summarise / Confirm**.....You have proved you have heard, understood and evaluated the message when you say: “So what you are saying is ... **<summary of what you’ve heard>**. Have I got that right?”

• **Listening beyond the words**.....people don’t always say what they mean, so listen beyond the words for emotions and feelings e.g.

- Lengthening of words (as in hesitating) may really be saying “I’m not sure here”
- Body language of puzzlement and disagreement. Always best to check it out with them in a non-accusational way e.g. “You seem uncertain of what I’ve been saying?”

• **Ask questions**... to establish facts that may have been missed out, or to select what is important. Asking questions shows interest.