4 STEPS TO ACTIVE LISTENING

Active listening is key to getting the best quality and highest quantity of information to add to the information pool.

1. **FOCUS**
   - Listen and watch for clues to identify the meaning behind the words.
   - Avoid distractions like a mobile phone, computer screen or mentally disengaging to think about your response.

2. **MIRROR**
   - Use appropriate facial expressions that correspond emotionally. Head nodding and verbal cues like 'uh, huh' let the speaker know you are listening and engaged.
   - Avoid overly dramatic expressions. Be aware of head nodding might indicate you're in agreement even if it was meant only to indicate comprehension.

3. **PARAPHRASE/ PROVIDE FEEDBACK**
   - Check for understanding and Empathize.
   - Do not say, "I understand."
   - Do use phrases like, "What I hear you saying is...," "It sounds like you...," It can be difficult..." and "it must be so exciting..."

4. **RESPOND APPROPRIATELY**
   - Encourage respect and understanding with the wording you use.
   - Add information if you have information to add.

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