



ACTIVE LISTENING

LISTEN TO UNDERSTAND

AND NOT REPLY

Listen to understand, actively and purposefully. It requires training your brain to grasp the information and retain it. Understand what's said in entirety and not what's relevant to us

ASK DEEPER QUESTIONS

DON'T PROVIDE SOLUTIONS

Gather more information by analysing the situation and asking relevant questions. Ask open ended questions. Keep the discussion about the idea or issue brought up the person. Do not make it about yourself

TRAIN MIND, DON'T BE DISTRACTED

FOCUS ON THE CONVERSATION

Control and self discipline your mind, don't let it get distracted by other thoughts. Actively bring focus back to the discussion if you find your mind wandering

AVOID INTERRUPTIONS

SPEAK LESS, LISTEN MORE

Allow the person to finish their thoughts before responding. Avoid interruptions as much as possible. Take time to process the information and then craft a careful response

SLOW DOWN, PRACTICE SILENCE

SILENCE MAY BE AWKWARD AT FIRST

Slow down and give chance to the person to explore and express their thoughts. Practice silence and watch how it affects the other person and leads to better information without even asking

WITHHOLD JUDGEMENT

AVOID PRECONCEIVED NOTIONS

Be aware of personal filters and prejudices (we all have it) and do not let them impair your judgement. Accepting and acknowledging our unconscious bias can help us process information better

TAKE NON VERBAL CUES

LISTEN BEYOND WORDS

Learn to listen between the lines. Do not take words literally. Look for non-verbal cues - body language and tone (excited, frustrated, emotional) to perceive the information better