

8 things to demonstrate active listening



Be attentive - give your undivided attention and look at the speaker directly.



Paraphrase - summarise what you're hearing - i.e. "Sounds like you are saying...".



Ask 'open' questions - to help the speaker self-reflect - i.e. "What do you think is the best way forward?"



Clarify - ask questions about anything that you think is unclear - i.e. "Are you talking about ...?"



Show empathy - by recognising the speaker's emotions and feelings - i.e. "I understand", or "I see".



Body language - ensure your posture is open and interested, and nod and smile occasionally.



Withhold judgement - allow the speaker to finish and avoid interrupting with counterarguments.



Be open-minded - look beyond any preconceptions and be influenced by what you hear.