


The problem

Most of us assume we're good listeners, but poor listening habits can result in misunderstandings, errors, missed opportunities, arguments and damaged relationships at work.

When you don't listen to others, you may send the message that you don't care about them, their opinions, or their feelings.

When we don't listen well, we can directly impact the wellbeing and confidence of colleagues at work, which can come across like we don't trust them, or respect their opinions, lifestyle choices, backgrounds culture, and experience.



I've stopped being invited to team activities. I've got a disability, but I can still take part - I just have some limitations. Nobody seems to want to understand that.

Belonging at GC:
a safe and inclusive place to thrive

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.

Start to take action

Think about how you can practice Active Listening in your conversations at work. Don't try and tackle everything at once and try to practice it over a number of weeks:

- Practice areas which naturally fit together - such as **Ask 'open' questions** and **Clarity**, or **Be attentive** and **Body language**.
- Encourage your team to register for our [GC Effective Communication and Active Listening - Bitesize Workshop](#).
- With the speakers consent, record some of your meetings on Teams to help reflect on how you're progressing.
- Read this [Samaritans resource](#) to improve your listening skills.
- [Watch this short video](#) demonstrating Active Listening.