Communication: Listening

We were given two ears but only one mouth. This is because God knew that listening was twice as hard as talking.

- Anonymous

1. Stop Talking
2. Eye Contact.
3. Active listening
4. Watching & listening with your whole being
5. Listening to their non verbal communication.
6. Concentration. Focus
7. Be Patient. Let the speaker finish speaking & let yourself finish listening before speaking.
8. Don’t interrupt; give them time to say what they are trying to say.
9. If the speaker is having difficulty finding words you can help them find a word - just make sure you found the correct word.
10. Understanding the intent. Double-check the meaning.
12. Empathize with the person. Understand another’s feelings.
13. Use your knowledge about the person to help you understand; when listening and when they are having difficulty speaking.
14. Listening fully gives respect and power to both the speaker and listener.
15. Silence. A good listener is comfortable with silence.

Do not the most moving moments of our lives find us all without words?

Marcel Marceau

In the Moment / Communication - Karen Stobbe