

3 STEPS TO IMPROVE YOUR

ACTIVE LISTENING SKILLS

FOCUS ON YOURSELF

Quiet your own thoughts and emotions

Make eye contact with the speaker to help you concentrate on them

Mentally restate what you're hearing them say

If you miss anything, or something is unclear, ask them to repeat it



FOCUS ON THE ENVIRONMENT

What do you hear?
Restlessness? Calm?

What do you see?
*Head-nodding? Phone use?
Taking notes?*

What does your Emotional Intelligence say?
They're losing interest? Or they like this idea?

01



02

FOCUS ON THE OTHER PERSON

Make eye contact with the speaker to show you're listening

Make appropriate reactions and sounds

When they're done, repeat what you heard out loud

Do this until you've clearly heard what they were trying to say

03

