



THE ART OF ACTIVE LISTENING

“When you talk, you are only repeating what you already know. But if you listen, you may learn something new.” - Dalai Lama

The 3 A’s of Active Listening

Attitude Approach the conversation with a positive and open mind.

Attention Give the speaker your full attention.

Adjustment Be willing to adjust your understanding based on the conversation.

The SOLER Technique

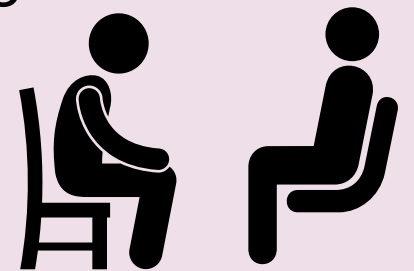
Squarley face the person

Open your posture

Lean toward the speaker

Eye contact maintained

Relax while listening



CONFIRM YOU UNDERSTAND

1. Listen

2. Paraphrase

3. Ask a closed-ended question (leads to a Yes or No answer)

If the speaker says:

I feel like I’m not being heard in meetings

I feel overwhelmed with all the work I have.

I don’t seem to have control over our departmental meetings.

You paraphrase:

You feel your input isn’t being acknowledged.

If I hear you correctly, you are saying that you feel stressed managing multiple tasks.

You’re indicating that the meetings are not going as planned.

Then you ask:

Did I get that right?

Have you felt this way before during your career?

Have you experienced similar challenges with meetings in the past?