

Factsheet 10 Active listening skills

The key to showing you understand another person is

TO LISTEN

For anyone dealing with complaints or concerns, listening is an *essential* communication skill. Listening is not a passive activity, requiring concentration and skill to be used effectively.

Being there: <i>Making a connection</i>	Following: <i>Showing interest</i>	Understanding: <i>Tuning in</i>
<ul style="list-style-type: none"> • Welcome • Appropriate eye contact • Body <ul style="list-style-type: none"> - still - relaxed • Face <ul style="list-style-type: none"> - friendly - interested • Nodding • Complete attention 	<ul style="list-style-type: none"> • Nodding • Noises • Acknowledging • Encouraging • Allow silences 	<ul style="list-style-type: none"> • Questioning • Clarifying • Paraphrasing • Reflecting • Reframing • Summarising

*“The craziest things other people say and do
make perfect sense when you see it from their point of view”*