

## EFFECTIVE LISTENING SKILLS

1. Stop talking and listen.
2. Help the other person feel free to speak—look like you are interested in what he has to say.
3. Go to an appropriate environment to talk—not in the middle of a noisy gymnasium.
4. Remove distractions such as the television or radio.
5. Let the person finish what she is saying before you begin to talk—do not finish sentences for her.
6. Do not offer advice unless it is asked for.
7. Ask questions to the person. This shows that you have been listening and are interested in what is being said.
8. Ask questions that cannot be answered with one word.
9. Listen with appropriate body language—nods, hand gestures, etc.
10. Do not yawn or lean back—act as if you are interested.
11. Be honest and sincere, but not critical and sarcastic.
12. Remember, people react to what is said as follows:
  - 55% to facial expression
  - 38% to tone of voice
  - 7% to words
13. Sit or stand near the person to whom you are speaking.
14. Maintain eye contact.
15. Give appropriate feedback.