

## Active Listening Tips by Goals Direct Coaching

Improving your active listening skills can greatly enhance your communication and relationships. Here are some steps you can take to become a better active listener:

### 1. Give your full attention:

Make a conscious effort to focus on the speaker and eliminate distractions. Put away your phone, turn off the TV, and make eye contact to show that you're fully engaged.

### 2. Show that you're listening:

Use nonverbal cues such as nodding, smiling, and making appropriate facial expressions to signal that you're actively listening. Encourage the speaker to continue by using verbal affirmations like "I see" or "Go on."

### 3. Practice empathy:

Put yourself in the speaker's shoes and try to understand their perspective. Show empathy by acknowledging their feelings and validating their experiences, even if you don't agree with them.

### 4. Avoid interrupting:

Resist the urge to interrupt or interject with your own thoughts or opinions. Let the speaker finish their thoughts before responding and resist the temptation to jump in with your own agenda.

### 5. Ask clarifying questions:

If you're unsure about something the speaker said, ask clarifying questions to gain a better understanding. Paraphrase their words back to them to ensure you're on the same page.

### 6. Reflect what you heard:

Summarize the speaker's main points and reflect back what you heard to demonstrate that you were listening actively. This shows the speaker that you value their words and are committed to understanding them.

### 7. Be patient:

Active listening takes practice, so be patient with yourself as you work on improving your skills. Remember that it's okay to make mistakes and focus on continuously improving your ability to listen attentively.

By following these steps and making a conscious effort to practice active listening, you can strengthen your communication skills, build trust and rapport with others, and deepen your connections in both personal and professional relationships.