

Live better with EAP!

Lh LIGHTHOUSE

Support for managers

November 2022



EFFECTIVE LISTENING

'Seek first to understand, then to be understood' S. R. Covey

Effective listening is the key to having any conversation. Many people underestimate the value of listening. Although almost everyone claims to listen to what is said to them, there is a proven difference between listening and hearing.

Hearing is simply the use of the sense of hearing. Meanwhile, listening is an extremely valuable skill that not everyone possesses.

People seek value in their interactions with others. It is no different in your interlocutors' relationship with you. Attentive listening to your interlocutor is a core value you can bring to your relationship.

What can be done to really listen to the other person?

Effective listening requires focusing all attention on what the speaker has to communicate. In addition, a good listener is able to ask questions that sustain the conversation and enrich it with relevant content. And if you want to be an excellent listener, you need to engage all your senses when listening and add your heart to it! In this way, you will listen to the speaker with your whole self and hear what they really want to communicate to you.

Be aware that at any time you are in contact with an interlocutor, they may give you information that is crucial to your relationship. So listen to the speaker with your whole self.

An experienced leader is able to listen to the interlocutor in such a way that they are actually heard. Listening – like all other skills – can be learned. Practice makes perfect, so to become a good listener, start listening to your interlocutors more consciously from today.



EAP E-MAIL



EAP HELPLINE

EAP WEBINARS

1. Log on to our portal:
www.myeap24.pl
2. Browse through our upcoming webinars and sign up
Inspire yourself to change for good.

For more inspirati ons for managers check out our website:

www.myeap24.pl

Enter > KNOWLEDGE BASE
> MANAGER



Here are the key points you need to remember to master the art of effective listening:

- There is a fundamental difference between listening and hearing
- Listening is the greatest value you bring to your relationship with your interlocutor
- You will not and cannot hear absolutely everything in a conversation
- When you know what to pay particular attention to, you can focus on specific parts of the conversation while listening
- Effective listening gives you the opportunity to direct the conversation
- Listening to the interlocutor releases you from the need to provide solutions
- Attentive listening to employees prevents many problems in the team.

To listen effectively, you need to be aware of the circumstances in which the conversation is taking place:

- Think about which things are key for you in a conversation, when it is worth listening particularly carefully
- Learn to 'silence' the subconscious voice in your head
- Appreciate the silence with your interlocutor
- Choose the way of listening that best suits your interlocutor
- Listen to what your interlocutor might say. Reflect on what they cannot/would not say
- Listen to find out what motivates your interlocutor
- Listen to observe your own reactions to your interlocutor's words.

As you become a better listener, you will notice that certain elements are particularly valuable in what the other person is saying. If you learn to get through to them, it will help your interlocutor grow.

When listening, pay attention to:

- Your interlocutor's goals. Their belief in them and the enthusiasm with which they talk about them
- The interlocutor's actual desires and feelings
- Situations where beliefs, circumstances, problems block the interlocutor's path to success
- What the interlocutor lacks to succeed
- Any successes or positive changes the interlocutor has achieved that have not been recognised
- The way your relationship with your interlocutor develops.



EAP E-MAIL



EAP HELPLINE

EAP WEBINARS

1. Log on to our portal:
www.myeap24.pl
2. Browse through our upcoming webinars and sign up
Inspire yourself to change for good.

For more inspirations for managers check out our website:

www.myeap24.pl

Enter > KNOWLEDGE BASE
> MANAGER