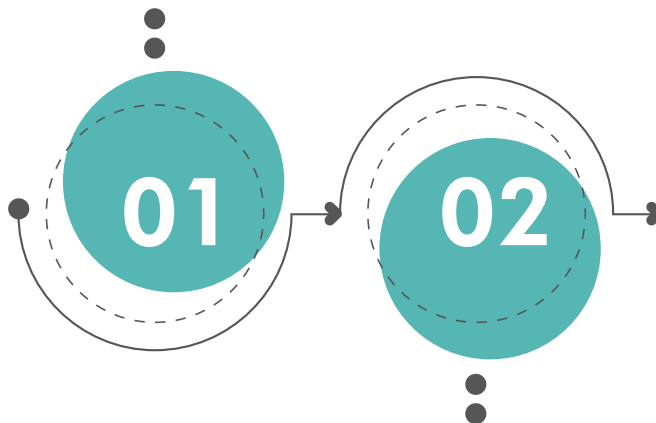


# THE 10 KEYS OF ACTIVE LISTENING

talent @ people

## MAKE THE OTHER PERSON FEEL COMFORTABLE

It is essential to find an appropriate and relaxed context (space and time) from the beginning of the conversation.



## ASK QUESTIONS

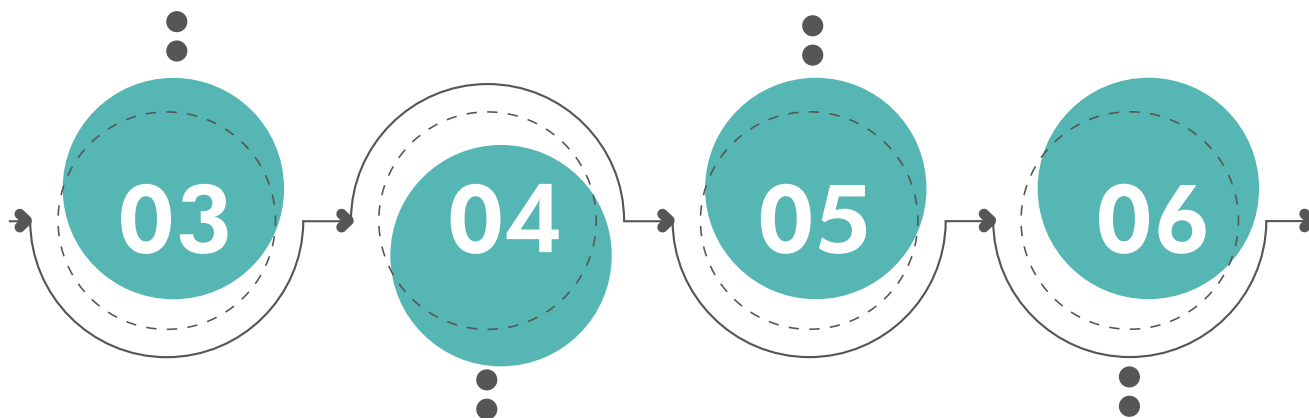
'Open-ended' questions (starting with 'what', 'how', 'which', etc.) help to foster communication and listening with the other person, while 'closed' questions seek a concise answer, usually of the 'yes' or 'no' type.

## SHOW INTEREST

It is simply a matter of concentrating on the other person, being attentive to what they are expressing both verbally and non-verbally.

## ELIMINATE DISTRACTIONS

As soon as our thoughts start to wander, we refocus on the conversation.



## USE THE SILENCES

If we wait before responding, our interlocutor will often continue talking and provide us with more information that we may find useful or interesting.

## MAINTAIN EYE CONTACT

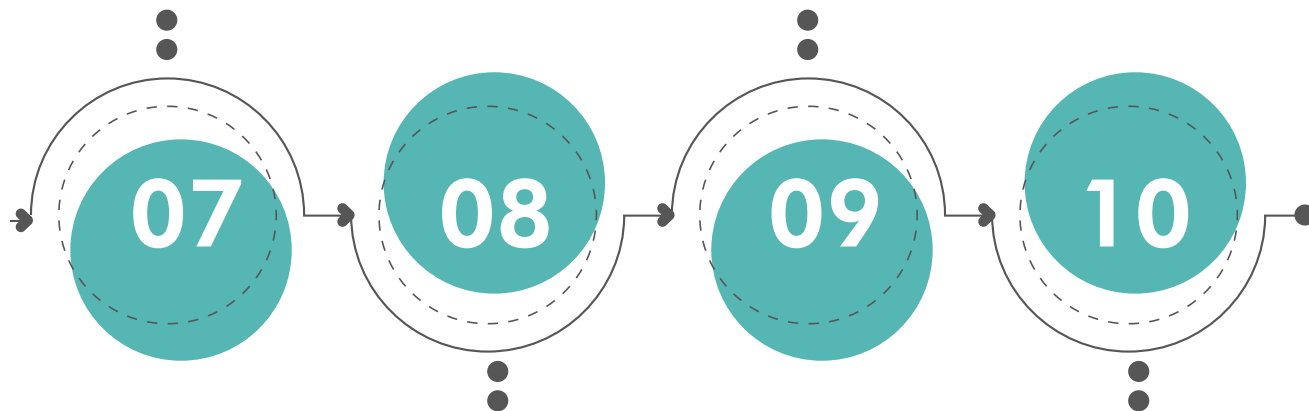
This contact should be frequent without being excessive.

## DO NOT BECOME IRRITABLE OR LOSE PATIENCE

Avoid gestures of nervousness or impatience with hands or feet.

## LET PEOPLE TALK, DO NOT INTERRUPT

It is important to create a space for conversation in which the other person feels comfortable.



## SHOW UNDERSTANDING, AVOID PREJUDICE

Even if we disagree with the other person, it is important that we listen to their arguments and take the opportunity to ask clarifying questions.

## REPHRASE OR SUMMARISE

It is very useful for informing the other person of our level of understanding or the need for further clarification.