

Master *the Art of* LISTENING

The best communicators are also the strongest listeners! These active-listening strategies will help you create more productive conversations in work and life.

Give a speaker your full attention.

Create an authentic response that makes the speaker feel heard.

Make mental summaries when a speaker pauses to recap and remember important details.

Consider a speaker's emotional connection to the topic when formulating your response.

Pause before you respond to soak in what was said and formulate an appropriate response.

Ask genuine questions to learn more about the speaker's point of view.

Avoid These Obstacles

- 👉 **Distractions**
Keep your phone out of sight.
- 👉 **Getting Preoccupied**
Stay present in the conversation so you're actively listening instead of planning what's for dinner.
- 👉 **Focusing on the Facts Alone**
Consider where the speaker is coming from as well.
- 👉 **Watching How Someone Speaks**
Listen for the content and not just how it's being said.

Build Up Your EQ

Your EQ measures emotional intelligence, including your ability to communicate, listen, empathize, resolve conflict and manage emotions. Here's how to build yours:

- ✔️ Learn how to read the room.
- ✔️ Interpret the needs of others.
- ✔️ Put yourself in other people's shoes.
- ✔️ Keep your own emotions in check during tense situations.
- ✔️ Make it your goal to reach an understanding.