

Effective Listening Skills

Non-Verbal behaviour

- Look at the person – use eye contact
- Smile and nod in agreement
- Use open, positive posture
- Display interest
- Be aware of own body language

Acceptance

- Suspend judgement – listen with unbiased and open mind
- Focus of attention on listener, not on your ideas or opinions
- Allow people time to think

Understanding

- Use probing in a helpful way to follow up
- Paraphrase and summarise to let the listener know you are listening and to give them a chance to correct misunderstandings