

Good listening Skills

1. Eye contact-
Look at others when you are speaking to them.
Look at their facial expressions.
Watch their lips for the words they are saying.
Use any other information they give you through gestures, facial expressions, written information, etc.
2. Listen for the CONTENT of what they are saying. What is the message they are trying to send you with the words.
3. Listen for emotional content – Listen to their voice's pitch and their body language. How does the person feel about what they are saying? (For example: I can say, "Hello." and mean MANY different things by my intonation. This information is as important as the words-sometimes more).
4. Answer other's questions briefly. The longer your answer the more off topic you tend to be. One to two sentences is good. Pause and make sure you are on the right topic. Then look up and make sure your listener is with you. Then continue if appropriate. Also make sure they are able to get a chance to talk when they need to.
5. Pay attention to your voice- The pitch/ loudness of your voice carries the emotional message. If your pitch or loudness doesn't vary enough- people might not think you care that much or that you are shy or quiet. If you are too loud, people may wonder why you are shouting at them.
6. Pay attention to your body language- We convey a lot of our message through our body language. Make sure you are communicating your intended message.