

Active Listening

Tips for how to be a good listener and how to respond to concerns and objections in your conversations with people.

- Keep calm and attentive throughout
- Show respect for what the other person is saying even if you disagree
- Use body language which shows you are interested eg: maintain eye contact
- Don't interrupt
- Allow silences without embarrassment
- Listen with awareness as to how what is being said fits with your knowledge and VALUES
- Listen with empathy
- Listen for key points where you can find common ground
- Reinforce the speaker by reflecting what they are saying:
 - So do you mean... – If I understanding you correctly, you think that...
- Be committed to understanding what is being said

ASK OPEN ENDED QUESTIONS

1. Invites more than a yes or no reply
2. Brings people into the conversation
3. Inclusive, builds connection
4. Shows a desire to truly understand

Some starters

- What do you think
- How could we
- In what ways
- That's interesting, what makes you say/think/feel that?

Handling concerns & objections

Tips for how to respond to concerns and objections in your conversations with people.

Explore

- Listen to the objection
- Use questions to identify what the real concern/issue is
- This will clarify for the other person what their *own* concern is.

Equalise

- Acknowledge the person's concern/feelings - "I understand why you'd feel that/think that"
- Build rapport by empathising
- This step aims to reduce the person's angst or concern

Elevate

- Continue to pose questions that allow the person to review and reflect upon their position
- Help identify an alternative viewpoint by proposing alternatives and solutions
- This step creates space for the person to consider a different way of thinking

