



'Listen' skill helps us to pay attention and acknowledge what others are really saying.



Listening is a truly valuable skill! It can help to remember that we have TWO ears and ONE mouth. So we need to listen more than we speak.

Pay attention very carefully to what the other person is saying. It is easy to get distracted by things going on around you or what you *think* you heard them say. This can sometimes lead to misunderstandings and mistakes.

It helps if we let people know that we are listening. What do you see other people doing when you know they are really listening to you?

- Nodding
- Eye contact
- Facing you
- Leaning towards you
- Smiling
- Repeating what you have said to show they have understood
- Showing interest
- Checking out what you are saying
- Waiting until you have finished talking before answering or interrupting

ACTIVE LISTENING improves mutual understanding.