Actively listening to others encourages them to continue to express their ideas and opinions and sends out a powerful message that you are interested in them. The quality of the communication will also be significantly improved.

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | Demonstrate that you are listening  | Example phrases and actions  |
| **E** | Empathise  | Demonstrate that you understand the other people’s perspective and opinions even if you disagree withthem | “If I understand you properly what you are saying/are feeling/believe/are worried about is……” |
| **A** | Acknowledge | Demonstrate that you are listening through body language such as by nodding and hand gestures and other non verbal signals | “Mm-hm”Head nodding |
| **R** | Reflect  | Demonstrate that you are listening by repeating key words and phrases and taking time to think about what has been discussed | “Thinking about what you have just said…..” Tell me more about…” “Explain a little more about ….” |
| **S** | Summarise  | Demonstrate that you are listening by briefly summing up the important points from time to time | “So far, we have agreed ….” “What we have discussed so far is ….”“Overall you feel that ….” “Okay, your next action is to .…” |