

# YOU CAN STRENGTHEN & BUILD RELATIONSHIPS WITH:

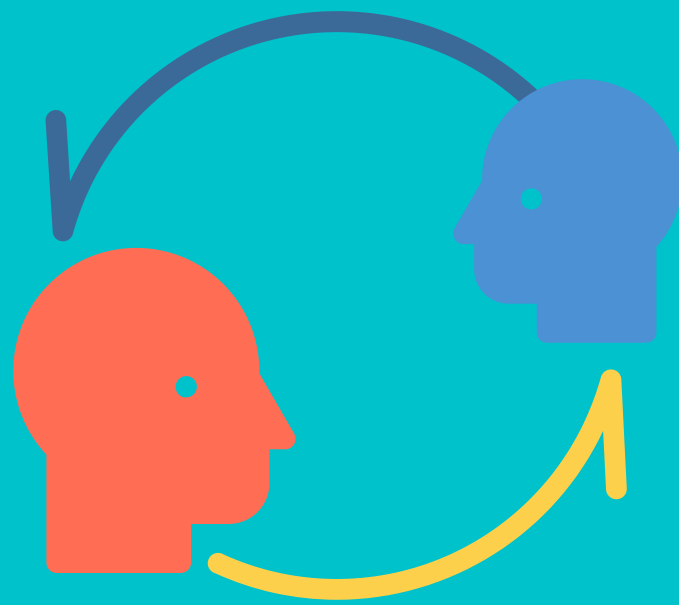
# ACTIVE LISTENING TIPS ✨



## WHAT IS ACTIVE LISTENING?

Active listening helps you build trust and understand other people's situations and feelings.

The goal is for the other person to be heard, validated, and inspired to solve their problems.



## NON-VERBAL CUES

65% of a person's communication is unspoken. If a person talks fast, for instance, this could be a sign that they are nervous or anxious. If they talk slowly, they may be tired or trying to carefully choose their words.

To show that you're really tuned in, use open body language:

- do not fold your arms
- smile, lean in, and nod
- keep good eye contact



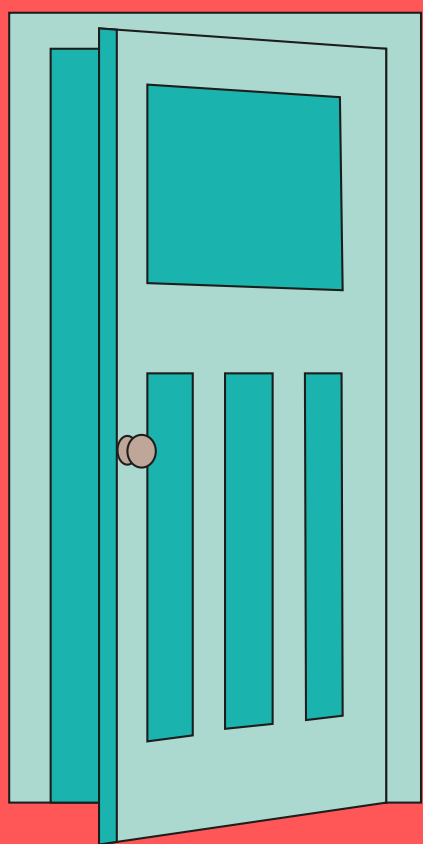
## ASK OPEN ENDED QUESTIONS ✨



"Yes or no" questions often produce dead-end answers.

Here are some good examples of open-ended questions:

- Can you tell me a bit more about that?
- What did you think about that?
- What do you think is the best path moving forward?
- How do you think you could have responded differently?



## REFLECT WHAT YOU HEAR



After the person has spoken, tell them what you heard. This shows that you've captured their thoughts, ideas, and/or emotions accurately. It also helps the other person feel heard and understood while keeping any potential miscommunications to a minimum.

## BE PATIENT ✨

Patience allows the other person to speak without interruption. It also gives them the time to say what they are thinking without having you try to finish their sentences for them.



Do not try to fill periods of silence with your own thoughts or stories. Listen to UNDERSTAND, not to RESPOND.



## WITHHOLD JUDGMENT

This makes the conversation a safe zone where they can trust that they won't be shamed, criticized, blamed, or otherwise negatively received.