

BE CONNECTED

Mindful Listening Tips

Focus on the person talking.



Try to tune out other distractions—turn off your cell phone ringer, email notifications, and TV—in order to fully focus on the person you’re talking to. When you notice your mind wandering, bring it back to the conversation.

Be receptive to whatever comes up in the moment.



Whether you agree with what is being said or not, be receptive to the thoughts and emotions the speaker is sharing with you. This includes offering facial expressions and body language that are neutral and warm.

Practice active listening.



There will be time for you to share your thoughts, offer advice, and share stories. But for now, when someone else is talking and you are listening, just hold the space for them and save your commentary for later. And remember silence is also an acknowledgement - we don’t always need to respond - or we may tell the person I would like to discuss this more, but not right now.

Learn.



Take it all in and try to truly understand the message. Learning will require all of the above steps. If you are not present or focused, you could miss something, misinterpret, or misunderstand.