

## Communication: Listening

We were given two ears but only one mouth. This is because God knew that listening was twice as hard as talking.

- Anonymous

1. Stop Talking
2. Eye Contact.
3. Active listening
4. Watching & listening with your whole being
5. Listening to their non verbal communication.
6. Concentration. Focus
7. Be Patient. Let the speaker finish speaking & let yourself finish listening before speaking.
8. Don't interrupt; give them time to say what they are trying to say.
9. If the speaker is having difficulty finding words you can help them find a word - just make sure you found the correct word.
10. Understanding the intent. Double-check the meaning.
11. Be ready for outbursts when listening. Be calm.
12. Empathize with the person. Understand another's feelings.
13. Use your knowledge about the person to help you understand; when listening and when they are having difficulty speaking.
14. Listening fully gives respect and power to both the speaker and listener.
15. Silence. A good listener is comfortable with silence.

*Do not the most moving moments of our lives find us all without words?*

**Marcel Marceau**