

What is the **opposite**  
of **Speaking** ?



~~Listening?~~

**Waiting**

To jump in and reply...

**6**

**ways to listen better**

Listen to understand

**Seek to understand *before* being understood**

Ask clarifying questions and encourage the speaker to tell you more

Don't interrupt

**Resist the urge to *respond* and focus on understanding**

Note down thoughts and questions for later but let the conversation flow

**Show you care**

**Be an active and engaged listener**

**Reflect back what you hear. Maintain eye contact and use open gestures**

Listen with your ears & your intuition

**Pay attention to the speaker's tone  
and notice what they are *not* saying**

Often, the most important truths lie between the words and  
in the silences.

**Don't rush to fix stuff**

**Resist the urge to reframe or offer solutions**

**Make space for the speaker to share what is on their mind, especially the hard stuff**



And finally & most importantly...  
**Be genuinely interested in the person  
in front of you**

Acknowledge their value - everyone has something meaningful  
to share if you are willing to listen to it