

## ACTIVE LISTENING

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### EARS: BUSINESS PRACTICES

Remember, 80% of our communication is \_\_\_\_\_!

If you are only “listening with your ears” you risk \_\_\_\_\_ 80% of what someone is trying to say. Here are some ideas to help you combat the most common listening mistake:

First, If you are going to attend long meetings, conferences, or workshops \_\_\_\_\_ for where the breaks are located. Since active listening has a physical effect on people it's ok to need a break, in order to be at your best listening performance. If you do not see any pre-scheduled breaks \_\_\_\_\_ ahead of time. If you do this tactfully the meeting facilitator will appreciate your willingness to ensure the best experience for the entire group.

Something else to consider, \_\_\_\_\_ that often cause you to listen with only your ears. Maybe not getting enough sleep makes it hard for you to stay fully engaged. Or, maybe you recognized every afternoon tiredness or fatigue sets in and makes it harder for you to tune in to the people that are talking to you. Or maybe distractions pull your attention and cause you to only hear instead of listen. Whatever they may be, identify the culprits that make active listening harder for you, and set up guardrails to protect against it.

Lastly, consider this tip which really helped transform my relational equity in the workplace. When someone is done talking \_\_\_\_\_ what they just said. It's really easy to hear what someone \_\_\_\_\_ but miss what they \_\_\_\_\_. Summarizing it back to the person shows that you listened, and more importantly, that you care enough to make sure you get it right.