Active Listening:
4 Elements to Boost Your Business!

EYES: BUSINESS PRACTICES

"One of the most sincere forms of respect is actually listening to what another has to say." – Bryant McGill.

Since our eyes indicate where our thoughts are eye contact with the person speaking is one of the easiest ways we can **pay respect** to the person talking, and one of the **fastest ways the speaker gains confidence** that connections are being made.

WHAT YOU CAN DO:
If you want to give someone confidence look at them while they are talking.

When someone walks in to your office deliberately **put devices down**, or turn away from your computer. In fact, I often will turn my phone or tablet upside down when someone is talking, so notifications don't continue to pull my eyes to the device.

When in meetings **don't even take your phone**. I got to the point where all I could take to meetings was a tablet and pen.

If you are doodler (like me) understand that when you're doodling you are likely not sending the signals you want to send. (that one is hard for me!)

When someone is speaking, if you have to have a device open **tell the person why it's out** and why you are going to keep looking at it. they will respect your forthrightness.

Or, when you must turn your eyes to something else (like a phone or computer) **ask the speaker to hold on a moment**. Tell them you have to briefly look at something, and you don't want to miss a thing.

Know your pitfalls: my pitfall is any flat screen tv. It doesn't matter what's playing... if the tv is on my eyes will be pulled toward it. I have to intentionally sit with my back to the tv so I don't get distracted! Also, active hallways tend to snag my eyes. Again, I have to intentionally sit with my back to a busy doorway or hallway so my eyes stay on the speaker.

Lastly, we already talked about how vital listening is to leadership. **Show your leaders the respect they deserve, and build your own leadership equity**, by making sure your eyes are connected to the person talking.

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