



Listening Skills mini workshop

Thank you for joining me for Thursday Brunch Quickie – mini workshops to improve your interpersonal skills

It has been few days since the workshop, and I'm interested to know whether you tried your new skills and how you got on.

Which part was easier than you thought?

Which part was more challenging, and you might spend more time on?

In case you cannot remember and need to refresh your memory here are few key points from the training.

Listening is a skill and needs to be practiced. You also need to be mindful or in the 'now' to be able to use this skill. Almost like setting a purpose for the conversation where you set a goal to listen without interrupting or trying to tell someone what to do and fix their problem.

Remember to **minimize distractions** – which can be anything from external noise to your own agenda or judgements or maybe even little ego coming out. Especially if there is a chance the conversation might bring out some emotions.

Imagining or saying **STOP** can help you stay focused. If you get distracted a lot put a reminder somewhere where you can see it. As I said at the workshop if you remember only one thing, remember to stop all the internal chatter and focus on the other person instead.

Listen to the key words, any changes in tone or speed. Observe body language and if you notice a sudden change pay more attention to what is happening. This will give you a good insight into what the other person might be going through without saying the words.

When it is your turn to talk, **Mirror** key words/phrases and body language. Especially if they get closer (comfortable) or pull further apart (might be uncomfortable not with you but the conversation or emotions). Never mimic every move.

Ask open questions, again using their words. If you're not sure you understand what they are saying or you seem to be going around in circles, repeat what the other person said and ask if you understand it the way they mean it.

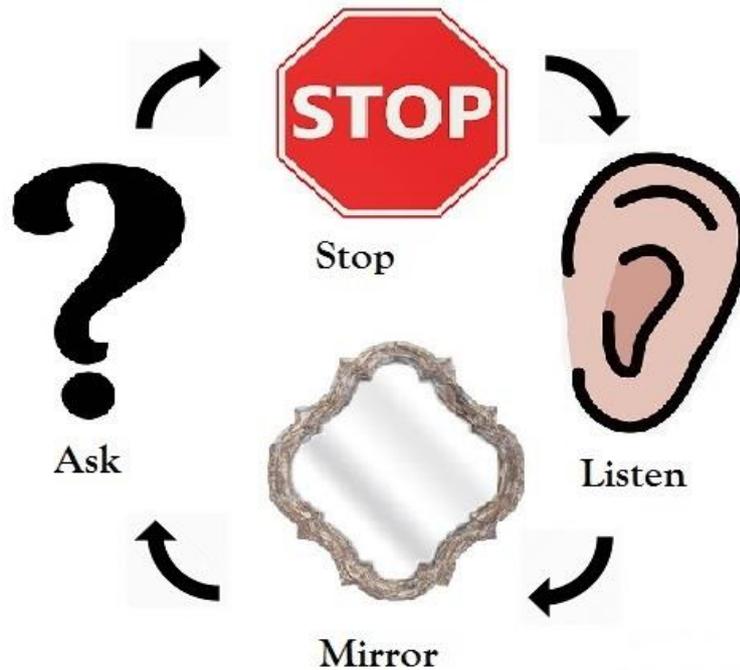
Once you ask the question use **Silence** to give them space to find the right answer. Some people might find it uncomfortable, but most will appreciate the space to be able to think. Especially if it is a difficult conversation. And remember if they ask you why you are not saying anything just tell them you are giving them some time to think and will not rush them to answer.

We all want to be heard and listening skills can help you avoid or minimize conflict if you give someone space to express their worries and will ask for clarification rather than make assumptions which lead to more arguments.

If you need a reminder, here is visual image of the cycle:

Listening...

the most important part of any conversation



Again, thank you for joining and if you have any questions, get in touch

Good luck

Mia Cherry