

Listening is speaking

A) Your full presence is required when you listen. Your colleagues at work expect the following when you listen to them speak.

1. Look at them when they speak.
2. Make eye contact. This does not have to be continual, but it should occur.
3. Acknowledge that you hear them and that you are listening.
4. Let them know that you understand what they are saying.
5. Let them know when you do not understand what they are saying.
6. Ask questions if you need to.
7. Provide information relevant to what they are talking about as necessary.
8. Provide follow-up comments as necessary.

B) Your colleagues at work should feel confident about the following:

1. You understand what they said.
2. You will follow through with necessary actions based on the dialog.
3. You understand the degree to which something is important.
4. You will ask questions relevant to the topic at a later time if necessary.
5. You will provide information relevant to the topic at a later time if necessary.
6. You will provide your opinion relevant to the topic if this is necessary.
7. You will speak up about any concerns you have regarding the topic.

C) Listening is part of speaking. It's important to let people know that you are listening.

1. Make eye contact with the person who is speaking. It doesn't have to be continual, but don't avoid it either. Look at the person who is speaking to you. It's okay to look away, but look back again. Making eye contact shows that you are interested and sincere.
2. Nod your head slowly up and down to show that you hear and understand.
3. Tilt your head slightly to one side and appear to be somewhat serious. This might be a good idea if the person speaking is talking about something "serious". It's helpful to look like your thinking about what the other person is saying and that you understand what the he or she is saying.
4. Distance is important. If you are standing while conversing, be careful to maintain a proper distance. Generally speaking, too close is not good, but don't stand back too far.
5. Listening: Acknowledgement and Showing Interest
6. It's important to indicate that you hear and you understand when someone is speaking. Here are some examples of words and phrases which let speakers know that you are listening and giving your full attention to what they are saying. They're categorized in order to provide an idea of how and when to use them.
7. Certainty: Yes; Okay; Right; I've got it; I understand; Yes, I know what you mean; Definitely; Yes, of course
8. Agreement: Yes; I agree; Definitely; Absolutely; Of course; Yes, of course; Oh, of course. That's right.
9. Empathy: I know what you mean. I understand. I see what you're getting at. That makes sense. I see what you mean. Iyou're your point.
10. Approval: That's good. Well, that's good. That's good to know. I'm glad to hear it.
11. Uncertainty: It's hard to say. I don't know. I'm not sure. - I know. Let me think about that for a minute. Maybe
12. Surprised: Is that so? Is that right? Really? I didn't know. I didn't know that. It was? They were? They did?
13. Sympathy: Oh that's too bad. I'm sorry to hear that. Oh that's terrible. Oh that's horrible.
14. Thinking: Uh huh; Mmm; Well; Right; Okay