

## Why Active listening?

Active listening will improve communication, build relationships and help your work be more effective.

## What is it?

- Active listening defines a clear way to take in participant input, an important part of any collaborative effort.
- It involves listening attentively to others opinions or information without 'jumping ahead' or formulating a response prematurely.
- Summarizes input clearly for the listener and the whole group.
- Seeks clarification when needed.



Be more effective –  
Listen actively

## Why is it important?

- Helps participants feel valued, a requirement to their continued involvement and the development of an effective working relationship.
- Builds trust by showing interest and a desire to understand.
- Fosters the opportunity to hear new ideas.
- Necessary in order to get group support and buy in.
- Helps others hear themselves more clearly.

## How do I do it?

- Set a **good example**.
- **Be curious** about the opinions of others. Have two way conversations. You know what you know, learn something new!
- **Summarize neutrally** what you hear to **check for accuracy**. Remove any heated emotion.
- **Seek clarification** when needed and **avoid making assumptions**.
- **Clarify the definitions of commonly used terms**.
  
- Establish ownership of meeting results with participants in the beginning.
- Review ground rules established in the beginning of your meeting.
- Ask the group what it needs to pay attention, a break, more information...
- Use a "Parking Lot" to capture issues needing more attention than you have time for.

