



Listening Tips

- Concentrate on what the speaker is saying, both with his or her words as well as with voice inflections, rate of speech, body language, etc. There are many things that can influence these communications, and paying attention to as many as you possibly can will help keep you focused.
- Try not to think about how you are going to respond to the other person while he or she is speaking to you. This will cause you to lose your concentration on what the other person is saying.
- Interact nonverbally with the other person with small gestures or verbal affirmations, such as nodding your head or saying very brief comments such as “I see” or other words that would not interrupt the other person. This tells the other person that you are fully engaged in listening and also keeps you involved in the process.
- Do not interrupt or finish the other person’s sentences. This takes your concentration completely away from what the other person is saying and focuses your attention on your own words.
- Paraphrase the message to the speaker in order to confirm your understanding.
- Repeat the message to help you remember what was said.
- Probe for missing information.
- Clarify any points that you might not completely understand.
- Remember the important points of the message for future application.



About the Author

Eric Williamson, author of *How to Work with Jerks*, professional development consultant, and President/CEO of Tailored Training Solutions, LLC, has a vision of success that is inherently different than most. With two decades of real-life, hands-on, in-the-trenches experience in both public and private sectors, Eric has worked with companies and institutions, both large and small, including Connecticut College, Maryland School of Nursing, Maryland Department of Labor, and the Society of Human Resource Management (SHRM).

Through his experience, Eric has learned that success is not about good grades, high IQ scores, or climbing up the corporate ladder. Eric believes that no matter how talented, gifted, or experienced, and no matter what role we serve or title we carry, our level of success is not measured based on the work we produce; it is measured based on the relationships we build. To that end, he works with organizations to build successful leaders by building stronger customer and workplace relationships.

Eric is available to present customized in-person, online, and hybrid trainings for your organization. Visit his website at [TailoredTrainingSolutions.com](https://www.TailoredTrainingSolutions.com) for scheduling details.

