



## How Well Do You Listen at Work?

Listening is a key business process. Deep listening can enhance communication and relationships, which in turn can improve performance and productivity. It is a skill not to be underestimated in the workplace.

Staying aware of your listening skills at work can help you connect with others. When you listen well, your colleagues will have opportunities to express opinions, be part of decision making and they will feel valued and heard.

To ensure that you are truly listening to your colleagues ask yourself these questions:

1. Do you spend more time talking than listening?
2. Do you judge others?
3. Do you listen to your internal dialogue and not the person who's speaking?
4. Do you finish the sentences of others?
5. Are you aware of any biases and do you try to control them?
6. Do you plan your response before the other person has finished?
7. Do you interrupt?
8. Do you jump to conclusions or think you have the answer/solution?
9. Do you keep the conversation on what interests you - not on what the speaker says?
10. Do you ask closed or open ended questions?

(Closed questions are ones to which you can answer a simple yes or no. Open ended questions do what they say - they open up the conversation. E.g. Closed: Have you finished your presentation for our next meeting? Open: How is your presentation for our next meeting going?)

If your answers to these questions have left you thinking that you need to listen to your colleagues more, how can you stay aware and listen well?

If your answers to these questions left you thinking that you do listen closely to your colleagues - congratulations - you are giving other staff opportunities to express their feelings and thoughts and contribute meaningfully to discussions. Performance and productivity will be heightened.

If you would like to learn more about listening in the workplace you may wish to attend our **Need2Connect** workshop "Seven Ways at Work".