

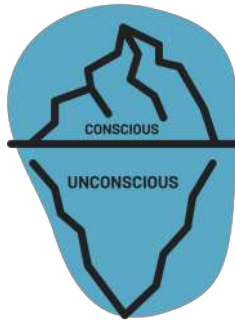
Active Listening: Beyond The Obvious

Key Takeaways

1

Active Listening is not keeping silent

Is more than just keeping quiet and allowing the other person to speak. A skilled active listener understands that one needs to prepare to receive the information with deep focus.



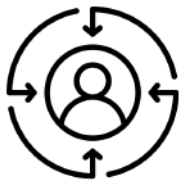
Active Listening includes

- **How to listen:** our internal posture and readiness to receive the information without unconscious bias clouding the information.
- **What to listen for:** different elements of data that a speaker is sharing, through verbal, non-verbal, and unspoken cues.

2

An Active Listener demonstrates the following:

It takes as much unlearning, as it does learning, to become an Active Listener, as some of these traits or habits form our default listening stance.



Presence and Focus
Boosts Empathy
↑40%



Reflective Responding
Miscommunication
↓30%



Acknowledge Emotions
Team Engagement
↑25%



Listen to Understand
Not to Respond

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Key Takeaways

3

Practical Technique To Start Listening Better

Suspend



Adopting a Beginner's Mindset in the Topic

Sense



Dial in to the Whole Person of the Speaker

Soak



Embrace the Energy of the Moment

Need a bit more help?

Speak with your coach to explore what else is stopping you from listening deeply to the people around you.



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