

# "Active Listening...."

## ***Listen with...***

- Presence – undivided attention
- Eyes, ears, and heart – use all of your senses
- Acceptance and non-judgment
- Curiosity
- Delight
- No interruptions
- Silence
  
- Minimal encouragers (mm-hmm, I see, go on, oh, really, right, no way, what else, wow, tell me more)

## ***Key Elements of Active Listening***

- Make contact and interact
- Establish eye contact
- Have a pleasant, open expression
- Stand or sit in a relaxed but attentive manner
- Speak in warm, pleasant tones

## ***Listen effectively***

- Face the speaker; maintain an open posture
- Show interest in the client by maintaining eye contact
- Minimize environmental distractions
- Sit in attentive silence
- Use minimal encouragers as an invitation to continue talking:  
*Mm-hmm                      I see                      Go on*  
*For instance    Oh?                      And?*  
*Tell me more    Really? What else?*
- Let the client talk without unnecessary interruption
- Use infrequent questions



**Oregon WIC Listens**

# Hurdles to Active Listening...

There are a number of hurdles to active listening. As you have conversations at home and work in the coming weeks, think about your active listening. Are you doing any of the following?

## Hurdles to active listening

1. Are you focusing on what you're going to say next rather than what the speaker is saying?
2. Are you making judgments about the speaker or what they are saying?
3. Are you taking everything the speaker says and relating it to your own experiences rather than allowing yourself to understand how the speaker uniquely experiences it?
4. Are you 'offering' your solution before the speaker finishes what they have to say?
5. Are you jumping in and arguing with the speaker at an early stage?
6. Are you pretending to be listening when you really aren't?
7. Are you responding to an emotional statement with a strictly factual answer?