

The 10 Principles of Listening

A good listener will listen not only to what is being said, but also to what is left unsaid or only partially said.

Effective listening involves observing body language and noticing inconsistencies between verbal and non-verbal messages.

For example, if someone tells you that they are happy with their life but through gritted teeth or with tears filling their eyes, you should consider that the verbal and non-verbal messages are in conflict, they maybe don't mean what they say.

1. Stop Talking

"If we were supposed to talk more than we listen, we would have two tongues and one ear." Mark Twain.

Don't talk, listen. When somebody else is talking listen to what they are saying, do not interrupt, talk over them or finish their sentences for them. Stop, just listen. When the other person has finished talking you may need to clarify to ensure you have received their message accurately.

2. Prepare Yourself to Listen

Relax.

Focus on the speaker. Put other things out of mind. The human mind is easily distracted by other thoughts – what's for lunch, what time do I need to leave to catch my train, is it going to rain – try to put other thoughts out of mind and concentrate on the messages that are being communicated.

3. Put the Speaker at Ease

Help the speaker to feel free to speak.

Remember their needs and concerns. Nod or use other gestures or words to encourage them to continue.

Maintain eye contact but don't stare – show you are listening and understanding what is being said.

4. Remove Distractions

Focus on what is being said.

Don't doodle, shuffle papers, look out the window, pick your fingernails or similar. Avoid unnecessary interruptions. These behaviours disrupt the listening process and send messages to the speaker that you are bored or distracted.

5. Empathize

Try to understand the other person's point of view.

Look at issues from their perspective. Let go of preconceived ideas. By having an open mind we can more fully empathise with the speaker. If the speaker says something that you disagree with then wait and construct an argument to counter what is said but keep an open mind to the views and opinions of others.

See our page: **What is Empathy?**

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6. Be Patient

A pause, even a long pause, does not necessarily mean that the speaker has finished.

Be patient and let the speaker continue in their own time, sometimes it takes time to formulate what to say and how to say it. Never interrupt or finish a sentence for someone.

7. Avoid Personal Prejudice

Try to be impartial.

Don't become irritated and don't let the person's habits or mannerisms distract you from what the speaker is really saying. Everybody has a different way of speaking - some people are for example more nervous or shy than others, some have regional accents or make excessive arm movements, some people like to pace whilst talking - others like to sit still. Focus on what is being said and try to ignore styles of delivery.

8. Listen to the Tone

Volume and tone both add to what someone is saying.

A good speaker will use both volume and tone to their advantage to keep an audience attentive; everybody will use pitch, tone and volume of voice in certain situations – let these help you to understand the emphasis of what is being said.

See our page: **Effective Speaking** for more.

9. Listen for Ideas – Not Just Words

You need to get the whole picture, not just isolated bits and pieces.

Maybe one of the most difficult aspects of listening is the ability to link together pieces of information to reveal the ideas of others. With proper concentration, letting go of distractions, and focus this becomes easier.

10. Wait and Watch for Non-Verbal Communication

Gestures, facial expressions, and eye-movements can all be important.

We don't just listen with our ears but also with our eyes – watch and pick up the additional information being transmitted via non-verbal communication.

See our page: **Non-verbal Communication**.

How Can I Communicate Better?



Part of being in a healthy relationship is having good communication. Use the guidelines below to open up the channels of communication between you and your partner. If you're in an unhealthy or abusive relationship, be careful using these tips. You know your relationship best. If any of these tips would put you in danger, don't try them.

For healthier communication, try to:

- **Find the Right Time.** If something is bothering you and you would like to have a serious conversation about it, make sure you pick the right time to talk. Don't interrupt your partner when they're watching a sports game, TV show, about to go to sleep or stressed about an upcoming test. Tell your partner you would like to talk later and find a time when you're in the same room and not doing anything important. Don't start serious conversations in public places unless you don't feel safe.
- **Talk Face to Face.** Avoid talking about serious matters or issues in writing. Text messages, letters and emails can be misinterpreted. Talk in person so there aren't any unnecessary miscommunications.
- **Do Not Attack.** Even when we mean well, we can sometimes come across as harsh because of our word choice. Using "you" can sound like you're attacking, which will make your partner defensive and less receptive to your message. Instead, try using "I" or "we." For example, say "I feel like we haven't been as close lately" instead of "You have been distant with me."
- **Be Honest.** Agree to be honest. Sometimes the truth hurts, but it's the key to a healthy relationship. Admit that you aren't always perfect and apologize when you make a mistake instead of making excuses. You will feel better and it will help strengthen your relationship.
- **Check Your Body Language.** Make eye contact when speaking. Sit up and face your partner. Let your partner know you're listening. Show them you really care. Don't take a phone call, text or play a video game when you're talking. Listen and respond.
- **Use the 48 Hour Rule.** If your partner does something that makes you angry, you need to tell them about it. But you don't have to do so right away. If you're still hurt 48 hours later, say something. If not, consider forgetting about it. But remember your partner can't read your mind. If you don't speak up when you're upset, there is no way for them to apologize or change. Once you do mention your hurt feelings and your partner sincerely apologizes, let it go. Don't bring up past issues if they're not relevant.


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How to Communicate if You Are Angry

- **Stop.** If you get really angry about something, stop, take a step back and breathe. Give yourself time to calm down by watching TV, talking to a friend, playing a video game, taking a walk, listening to some music or whatever helps you relax. Taking a break can keep the situation from getting worse.
- **Think.** After you're no longer upset, think about the situation and why you got so angry. Was it how your partner spoke or something they did? Figure out the real problem then think about how to explain your feelings.
- **Talk.** Finally, talk to your partner and when you do, follow the tips above.
- **Listen.** After you tell your partner how you feel, remember to stop talking and listen to what they have to say. You both deserve the opportunity to express how you feel in a safe and healthy environment.

Communicating isn't always easy. At first, some of these tips may feel unnatural or awkward, but they will help you communicate better and build a healthy relationship.

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