

STRESS

Are You Really Listening?



Sometimes you only hear the content of the conversation.

FOR EXAMPLE:

Colleague: "I finally finished all of my paperwork!"

You: "Oh good, now you can help clean up the water table."

Active listening occurs when you also listen for the message or feelings behind the content.

FOR EXAMPLE:

Colleague: "I finally finished all of my paperwork!"

You: "You must feel relieved, that was a lot of work!"

Active listening facilitates relationships and can transform your work environment into a good or GREAT one.

Active listening also takes place when you "listen" to or observe the nonverbal cues.

Not all communication is verbal. The words used are only part of the message. Nonverbal communication includes:

- Pauses or hesitation in speech.
- Tone of voice.
- How fast or slow an individual speaks.
- Facial expressions, body posture, and eye and hand movements.

Active listening is communication. It communicates to the listener that you are present and that you respect the individual's thoughts and experiences.

