

MAY 2023

# Are You a Good Listener?

## ONLINE SEMINAR

Conversation is a two-way activity, and listening is a very important part to ensure effective communication. This session will offer practical tips and discuss the benefits of being a good listener.

## LET US HELP

Visit your home page starting May 16th

WEBSITE: [www.EAPHelplink.com](http://www.EAPHelplink.com)

TOLL-FREE: 1.800.999.1077

COMPANY CODE: UI1



**YOUR EMPLOYEE ASSISTANCE PROGRAM**

**ALWAYS AVAILABLE | FREE | CONFIDENTIAL**



## Are You a Good Listener?

We often spend most of our communication energy trying to get our point across to feel understood and heard. Challenge yourself to really listen to the other person and see if you notice a shift and improvement in your relationships.

What is active listening? Active listening is the act of truly taking in what someone else is saying with your full attention.

### Components of active listening include the following:

- Set aside judgement
- Refrain from interrupting, cutting the speaker off, or jumping to conclusions
- Remain focused – make eye contact, lean in, use open body language
- Repeat or paraphrase what the speaker said to check for understanding
- Ask clarifying questions

In conversations we often skip the listening step and jump straight to label someone's intentions, fix the situation, or problem solve. Being an active listener takes patience and practice, but the benefit of improved relationships are worth the effort.

Are you interested in improving your communications with others? Contact your EAP today.

Grande, Dianne. "Active Listening Skills". Psychology Today. <https://www.psychologytoday.com/us/blog/in-it-together/202006/active-listening-skills> Retrieved January 18, 2023.



### Your Employee Assistance Program

Anytime, any day, you have free, confidential access to professional consultants and online resources to help you be your best. To access these services, call or log on to get started.

**Toll-Free:**  
1.800.999.1077

**Website:**  
[www.EAPHelplink.com](http://www.EAPHelplink.com)

**Code:**  
U11