

KEYS TO SUCCESS

Listening For Understanding

Listening for understanding is important for successful relationships and self-determination.

PAY ATTENTION TO WHAT IS SAID

When you are trying to listen to someone, don't do something else.
You might not get the entire message.

STAY OPEN-MINDED

Set aside your personal beliefs and opinions while the other person is talking.

UNDERSTAND THE MESSAGE BEING SENT

Pay attention to both verbal and non-verbal messages.
Think about whether the speaker's message makes sense.

LISTEN CAREFULLY FOR THE WHY

When someone tells you something, think about why it's important to that person.

DON'T INTERRUPT – WAIT A LITTLE BIT BEFORE RESPONDING

Tell people what you want and why it's important to you.

SHOW THE SPEAKER YOU CARE & ARE ENGAGED IN THE CONVERSATION

Use non-verbal messages like nodding your head and maintaining appropriate eye contact.
Be interested and curious. Ask open-ended questions.

REPEAT BACK THE MESSAGE AS YOU UNDERSTAND IT

When you repeat back the content, emotions, and meaning of the speaker's message, it shows you were listening. It will also give the speaker a chance to clarify any misunderstandings you may have.

