



10 Helpful Hints to Become a Better Listener

1. Listen with your whole body – eyes, ears, (use all your senses)
2. Avoid audible sounds while someone else is taking – “uh huh”, “right”, “umm”,
3. Don’t interrupt!
 - a. Pause after their last comment
 - i. Exercise #1 – the next thing you say after they finish must include a word from the last sentence they utter
 - ii. Exercise #2 – wait at least a full second (count to yourself, “one thousand one”)
 - b. Watch their body language intently to be sure they are really finished expressing their thought
4. Keep your comments to a minimum
5. Ask more questions than you answer using:
 - a. Sincere interest
 - b. Genuine curiosity(Make sure the questions have to do with what they are talking about)
6. Your non-verbal communication is very important
 - a. Maintain eye contact (harder to do in a crowded-room social situation)
 - b. Lean forward
 - c. Nod your head, but don’t be a bobble-head!
7. Stay “present” – don’t let your mind wander off somewhere else; stay interested and engaged
8. Smile when appropriate; show concern with your facial expression when appropriate
9. Show and have respect for the speaker (person you are listening to)
10. Repeat what they say. “So if I understand you correctly, _____. Is that correct?”
11. (Bonus hint) Be yourself – Nobody likes a fake.

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