

8 Listening Tips By Kelly Watkins

1. Avoid distractions. Remove items that keep you from concentrating – stacks of mail, a clock on your desk, your inbox tray. This may even mean moving yourself (i.e. turn away from the window or leave the cafeteria).
2. Remove the guess work. In order to persuade someone (to buy something or to do something), you need to answer the question: WIIFM. That acronym stands for “What’s In It For Me?” The best way to find out what a person wants is - to listen.
3. .Don’t fall into listening traps. Focus on the message. Pay attention to what the speaker is trying to say, not how it is said (poor diction, incorrect grammar, too eloquent, too dull, too flowery, or too monotone).
4. .Enjoy the benefits. What’s the best way to get someone to listen to you? Listen to the other person first. After you give people their turn, they’re more willing to give you yours.
5. Remember perspective. People interpret situations based on their past experiences which may be very different from yours.
6. Cope with upset people. When someone is upset, our first inclination is to solve the problem. Don’t. People want you to listen, so they can express their feelings. After they vent, they’ll be ready to hear about solutions.
7. Work less. To determine what a person already knows—listen. Then you don’t have to waste time (or lose credibility) by being redundant.
8. Determine viewpoint. Instead of arguing with the speaker (either aloud or mentally), recognize that the person is neither right or wrong. He/she is simply sharing his viewpoint. Seek to understand the speaker’s point. What is he/she trying to say?

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