

# A POWERFUL VOICE

## ACTIVE LISTENING

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### 1. Physicalize your listening

Let others SEE that you're listening - especially on zoom. If you're thinking 'yes' move your head up/down, if your puzzled let it show in your face. If you're intrigued raise your eyebrows, etc. Show them that you're listening.

### 2. Repeat back

Want to make someone feel heard? Repeat back what they've said. Start with 'It sounds like..', or 'What I heard was..'. Something that gives you room for error. It's ok to check in when your finished - 'Did I get everything?', or 'Does that sound right?'.

### 3. Ask a question

Not only will they see your listening, and feel heard, they will also feel super important if you ask them to elaborate on something they've said! \*\*Not something you're interested in that they haven't mentioned, but something they've mentioned that you just repeated back to them.



### Make others feel heard and valued

Do you have an RBF - a 'Resting Bored Face'? When others are talking, are you simply sitting still and listening without showing engagement? If so, it's time to make a change! By following the 3 easy steps in the column on the left you can strengthen connections! When people feel genuinely seen, heard, and valued whether they're clients, patients, direct reports, or colleagues, trusting relationships start to begin to form.

Bonus- active listening skills help reduce miscommunication! It's a win-win for all involved.

