

Active Listening



1. Give full attention - Maintain eye contact - Put away distractions (phone, laptop) - Face the speaker
2. Show you're listening - Use appropriate nodding and facial expressions - Offer verbal cues (e.g., "mm-hmm", "I see")
3. Avoid interrupting - Let the speaker finish their thoughts - Resist the urge to jump in with solutions
4. Suspend judgment - Listen without evaluating or criticising - Be open to new ideas and perspectives
5. Ask clarifying questions - Use open-ended questions to deepen understanding - Seek examples or specifics when needed
6. Paraphrase and summarise - Reflect back what you've heard in your own words - Check for accuracy of understanding
7. Notice non-verbal cues - Pay attention to tone, pace, and body language - Listen for what's not being said
8. Manage your own non-verbals - Keep an open posture - Lean in slightly to show engagement
9. Respond thoughtfully - Take a moment to process before replying - Acknowledge the speaker's feelings and perspective

This checklist covers the key elements of active listening, providing a practical guide for leaders looking to enhance their coaching skills.