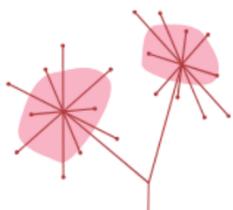


Listening *Hacks*



human resourceful

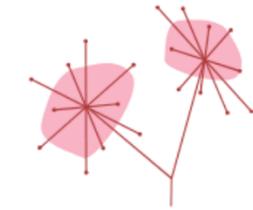
A PRACTICAL GUIDE TO BETTER LISTENING

We have two ears and one
mouth so that we can

*listen twice as much
as we speak.*

- Epictetus





human resourceful

Why it matters

17% higher project success rate

Teams led by active listeners have a 17% higher project success rate.

Project Management Institute, "Pulse of the Profession"

50% employee productivity improvement

Companies with leaders who actively listen to their employees have 50% higher employee engagement levels.

Harvard Business Review, "What Great Listeners Actually Do"

50% higher employee engagement

Companies with leaders who actively listen to their employees have 50% higher employee engagement levels.

Gallup, "The Relationship Between Engagement at Work and Organizational Outcomes"

4.5 times more likely to retain your team

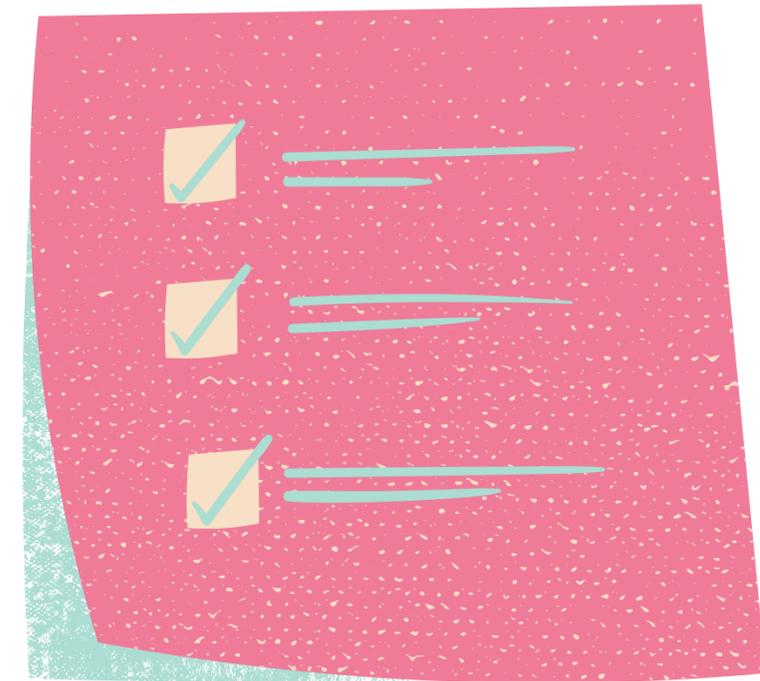
Companies with effective communication practices are 4.5 times more likely to retain employees.

Society for Human Resource Management, "2018 Employee Job Satisfaction and Engagement Report"



Listen to understand

Listening to understand means listening naively - with the intent to learn. Don't listen with the view to respond or rebut. Waiting your turn to speak is not listening. At a minimum, listen at least as much as you talk.



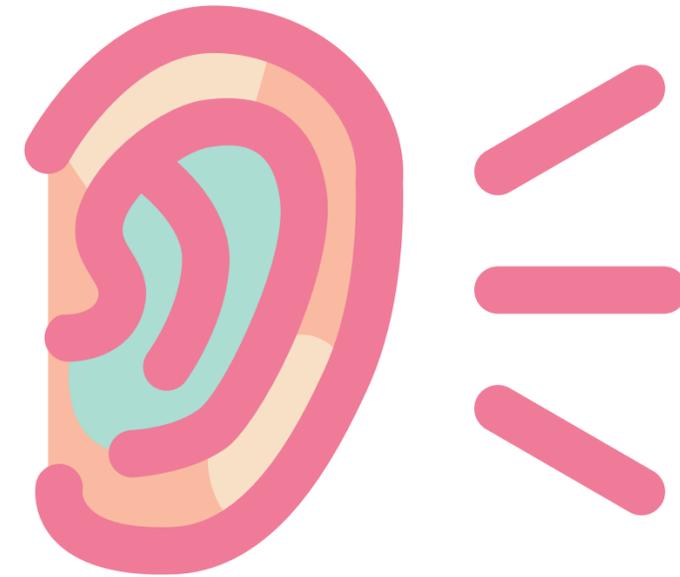
Clarify & question

Playback what you've heard to confirm your understanding. Using paraphrasing and questioning can help dig deeper. Ask whether you've heard them right. Ask for examples.



Listen curiously

Consider listening as one of the most critical tenets of communication. Be curious about what is being said and what is being unsaid. Pay attention to body language and also listen for what a good outcome is for the other person - whether that is empathy, understanding, advice or coaching.



Remove distractions

Identify what's getting in the way of you listening more effectively - whether it's your phone or emails, attempting to multitask, preconceived ideas, or a lack of interest and work to remove these barriers so you can be present and fully in the moment. You can't listen and do other things at the same time.

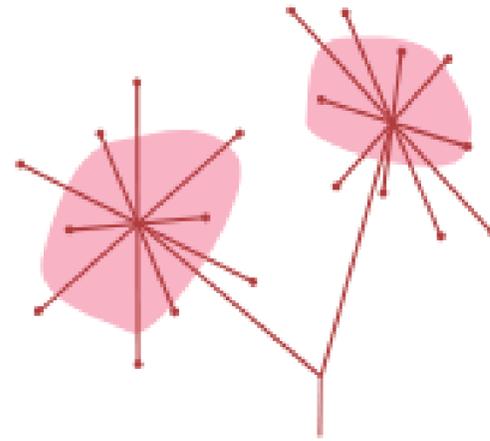


“People love to talk but hate to listen.

Listening is not merely not talking,
though even that is beyond most of our
powers; it means taking a vigorous,
human interest in what is being told us.

*You can listen like a blank wall or
like a splendid auditorium where every
sound comes back fuller and richer.”*

— Alice Duer Miller



human resourceful

<https://humanresourceful.net>