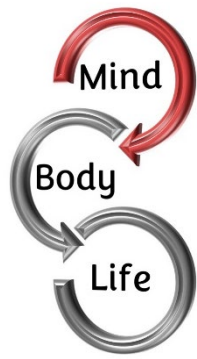


The Total Coach – The Listening Guide

“Our ears are one of our greatest tools, yet we often only listen to reply rather than to understand.”

- Craig Stephenson (The Total Coach)





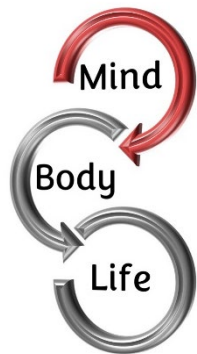
The Total Coach – The Listening Guide

Do you listen or do you LISTEN?

When you practise active listening, you become entirely focussed and immersed in the conversations you have. You consciously seek to understand the meaning and intent of the words, rather than just considering how to respond.

You can learn and understand so much by being present and listening rather than talking. Try and consider the 75/25 rule. 75% of the conversation listening, 25% talking.

Don't underestimate the impact active listening can have. On your conversation partner initially as they will feel heard, valued and cared for. Secondly on yourself. Think of the deeper understanding you will develop, strengthening relationships and creating genuine connections.



The Total Coach – The Listening Guide

My top 10 Total tips for better listening;

- 1) **Make eye contact.**
- 2) **Consider the purpose of the conversation.**
- 3) **“Listen” to the their non verbal clues.**
- 4) **Don’t interrupt, judge or jump to conclusions.**
- 5) **Don’t lose focus and begin to consider your response.**
- 6) **Don’t impose your solutions or opinions.**
- 7) **Ask open questions, be inquisitive.**
- 8) **Consider your body language, be open and non-defensive.**
- 9) **Reflect, summarise and clarify if required.**
- 10) **Follow up**

REMEMBER – Not everyone wants you to solve their problems. Understand when someone simply needs to be heard. Implement the above tips and you’ll understand if they want your ears or you advice.

Please get in touch and share your experiences @thetotalcoach / info@thetotalcoach.co.uk