

How to Listen

The best way to get someone to listen to *you* is to listen to *them*. Listening also helps calm down someone who is emotional. Inquiry, paraphrasing, and empathy are the three core listening skills.

Listening Skill	Example	Impact
Inquiry	<ul style="list-style-type: none"> • <i>Tell me more about that.</i> • <i>What else concerns you?</i> • <i>Tell me about your thinking on this subject.</i> • <i>I'd like to understand your perspective better. Say more.</i> • <i>What matters most to you about this?</i> • <i>How does this impact you?</i> • <i>What has your experience been around this?</i> • <i>What am I missing?</i> 	<ul style="list-style-type: none"> • Helps create connection and trust by showing that you're interested in the other person's point of view. • Helps calm down someone who is emotional. • By identifying the other person's interests, helps you identify mutually acceptable solutions to problems you face together.
Paraphrasing	<ul style="list-style-type: none"> • <i>It sounds to me like....Have I got that right?</i> • <i>The way this looks from your perspective is...</i> • <i>What matters most to you here is...</i> • <i>The impact this is having on you is...</i> 	<ul style="list-style-type: none"> • Ensures that you understand what the other person said. • Helps create connection and trust by showing that you care about understanding the other person's view correctly. • Helps calm down someone who is emotional.
Empathy	<ul style="list-style-type: none"> • <i>It makes sense to me that you would be feeling angry under these circumstances.</i> • <i>I would be frustrated, too, if I were in your situation.</i> • <i>I can imagine that, given what you've heard, you might be worried.</i> 	<ul style="list-style-type: none"> • Helps create connection and trust by showing that you care about the other person's feelings. • Helps calm down someone who is emotional.



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