

## How to Listen

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

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



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