

Listening Skills

GoSkills online course syllabus

Skill level	Lessons	Accredited by
Beginner	15	CPD
Pre-requisites	Video duration	Estimated study time
No prior experience needed	55m	3h
Instructor		
TJ Walker		

Set Yourself Up for Listening Success

- 1 Stack the Listening Environment in Your Favor**
Put yourself in the best position to listen by choosing the right location.
- 2 Avoid the Multitasking Trap by Focusing on Listening**
Good listening means directing your attention and effort toward the speaker, not working on other tasks or waiting to debate them.
- 3 The Best Place to Be During an Important Talk**
Attending a meeting or speech isn't enough; sit up front or in clear view of the speaker so you can listen best - and show respect.
- 4 Technology Will Not Make You a Better Listener**
Avoid trying to use phone recordings or typing during meetings; actively listening is a far superior way to capture detailed information.

How to Understand and Use Body Language

- 5 Using Eye Contact to Improve Focus**
In many cultures, maintaining eye contact with someone is a sign of respect - and it will help you listen.
- 6 Simple Ways to Show You're Listening**
Use simple body language and verbal responses to show someone that you're paying attention and understand them.
- 7 Use Observation to Understand What Others Need**
Paying attention to body language and other non-verbal cues can help you better understand your colleagues and their needs.

Improve Conversations Through Listening

8

Master the Art of Not Interrupting

Interrupting someone is not the same as listening, except in the case of asking for clarification.

9

Connect With Your Colleague on the Emotional Level

If you really listen and empathize with your colleague, you can understand how they truly feel about what they are conveying to you.

10

Engage In Conversation at the Right Time

Restating and paraphrasing what someone said is a helpful way to review and confirm what they've said.

11

Use Judgment and Timing to Gain Knowledge

Asking questions should be about gaining clarity and understanding, not trying to make yourself look smart.

Turn Listening Into Action

12

Support Your Listening with Pen and Paper

Notetaking is an essential tool that complements good listening skills. However, using a phone to take notes might send an unintended message.

13

Summarizing the Conversation Adds Value and Trust

Asking colleagues for clarification is a helpful way to confirm important details while also demonstrating listening skills and building trust.

14

Wrap-up Meetings and Supercharge Your Listening

Preparing one-page summaries of important meetings and emailing them to teammates forces you to listen and focus on all the key points.

15

Earn Your New Reputation as a Great Listener

Have you been listening? Here's a quick recap of the tools you'll want to employ in the workplace as a great listener.

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