



Being listened to

A person can be listening while looking away. They can have something important to say and still need time before they can say it.

01 Choose the conditions

Ask whether talking, typing, writing or another communication method would be easier. Check the room and the pace.

02 Leave room

Ask one question. Wait without filling every pause. Offer to return to it later; silence is not agreement.

03 Check your understanding

Describe what you heard without deciding what the person must feel. Let them correct you or leave something unexplained.

04 Keep their meaning

Ask what they want from the conversation: understanding, practical help, company or time. Advice can wait until it is wanted.

WORDS YOU MIGHT USE

“Have I understood you, or have I missed something?”

Listening is easier for me when
