

CONVO Listening Tips!

Tips for Better Listening

1. **Listen and don't interrupt.** Truly listening can be a challenge. Sometimes we are just waiting to give our own opinion.
2. **Be fully present when you are with people and tune in to non-verbal communication.** You can start being fully present by putting away your phone and avoiding any distractions. You need to pay full attention. In conversation, things we say account for only 7% of what we are trying to communicate. The other 93% of the message that we communicate when we speak is contained in our tone of voice and body language. Pay attention with all your senses or you'll miss the majority of the communication.
3. **Smile at people.** Smiles are literally contagious. The part of your brain responsible for this facial expression is the cingulate cortex, which is an unconscious automatic response area. Since smiling releases feel-good chemicals in the brain, activates reward centers, and increases health, you'll truly be doing yourself and your colleague a favor when you show those pearly whites.
4. **Use people's names and encourage them.** Encouraging people can be as simple as nodding at them while they talk in a meeting. This simple gesture, along with using their name, can make a great impact on relationship building.
5. **Notice the person you are conversing with.** Try to imagine why they are saying what they are saying. What is motivating them? How did they get there? Literally, notice their eye color or hair color or height and imagine -for a split second - what would it look like to be them? It will make you a more empathic listener.

[Celeste Headlee: 10 ways to have a better conversation | TED Talk](#)

