**MENTAL HEALTH- ACTIVE LISTENING TIPS**

**Active Listening**

“Good communication is more than just talking. It involves active listening, being genuine, and having empathy. As part of communication, active listening is a structured way of listening and responding to others. When actively listening, your attention is focused on the other person in an attempt to understand, interpret, and evaluate what they are telling you. The key is to communicate without judgment. In a workplace setting, you may collaborate with people to set individual, realistic performance goals, establish dates for giving feedback, and measure progress toward reaching those goals. These techniques will help create a more effective and positive working relationship.”

* Make appropriate eye contact. Be intent, without staring.
* Focus on the conversation. Do not participate in other activities/multi task while person is speaking.
* Listen, allow the person to speak without interruptions. Avoid urge to “provide a fix,” get the whole picture.
* If you are speaking, allow pauses after. Team members may need time to process, think before providing an answer.
* If something is unclear, ask for more detail/clarification in a non-judgmental/factual way.
* Repeat or reflect by repeating what the person said word for word, or by repeating your interpretation and allowing them the room to correct if inaccurate.
* Be mindful of body language, both yours and the team member’s. Facial expressions (remain nonjudgmental and empathetic), eye contact, posture for example are some cues of body language. Keep a distance during social distancing without feeling impersonal. Hand movements can also help understand a person’s reactions to your conversation or how they are feeling as well as smiling, shaking head for approval or disapproval and nodding.
* Be mindful of your own tone voice, avoid a questioning or belittling tone. Try to speak clearly, concisely, calmly and with care/concern.