



### Responding

- ✚ Respond to whatever is said.
- ✚ When someone says you were not listening, they mean you did not respond in a way that showed you were listening.
- ✚ Responding appropriately is essential.

### Open Responses

- ✚ One of the best responses are open ended responses.
- ✚ They are refreshing and shows the person speaking that you are interested and want to hear more.
- ✚ The following are some open ender starters: Tell me about, Describe, How did it seem to you? I would like to hear your thinking on that, I would be interested on your thoughts on the matter. Let's discuss it etc.

## Did You Know?

- ✚ Listening skills can change the dynamics with anyone of any age.
- ✚ Paraphrasing and repeating key phrases provides evidence that you were listening.
- ✚ Don't jump in right away or interrupt.
- ✚ Listening is more important than responding.
- ✚ Empathy must acknowledge feelings, as well as the facts.

### Contact Us

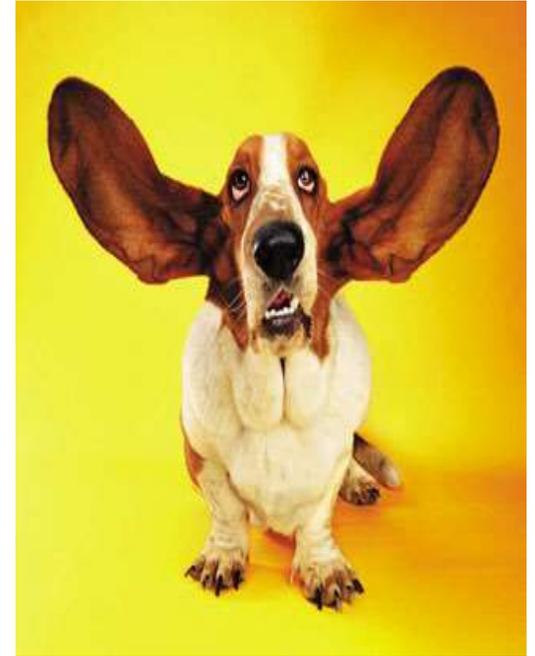
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**THE DO'S AND DON'TS OF LISTENING**



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*Prepared by the Protocol  
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Regina.*



## Why listen?

We listen because we want to demonstrate that we care, we are patient and truly hear what they are saying.

Listening is one of the valuable skills you can develop if you want to be effective in dealing with people. Listening creates enjoyable and productive relationships.



### The Do's of Listening.

- ✚ Make good eye contact. Be relaxed and attentive. Do not stare.
- ✚ Make listening sounds. Sounds such as ah, uh-huh and mmm are referred to as sub vocals. Words or short phrases such as “really”, “yes” or “tell me more”, demonstrate that you're a responsive and caring listener.
- ✚ Paraphrasing and repeating are other listening techniques. After the other person has finished speaking, try to paraphrase what you thought you heard. Prove to them you were really listening.
- ✚ Body language is another sign. Facial expressions are crucial. Along with eye contact, lively and interesting facial expressions go a long way to convey that you are listening. Sometimes a neutral face can be misinterpreted as bored or negative. Be aware that your face is constantly sending a message.
- ✚ If there is a great deal of information, take notes.
- ✚ If you are really listening, keep your remarks brief. This allows your partner more time to speak.
- ✚ Do not underestimate the power of a pause. When the person you are speaking to stops speaking, wait a few seconds. The person may continue because they were not finished or they may feel you are reflecting on what they said.



### The Don'ts of Listening

- ✚ Don't use any distracting gestures when you are listening. Don't move your feet, fiddle with your pen or constantly shift in your chair.
- ✚ Don't relate everything to you. Saying “the same thing happened to me when...” steers the conversation away from the speaking and turns it on to you.
- ✚ Don't constantly check your watch or phone. This breaks eye contact and states that someone or something is more important.
- ✚ Don't clip. Don't jump in 'right' after the speaker has said the last syllable. It is the same as interrupting.
- ✚ Don't change topics quickly. It displays a lack of interest in the current conversation.
- ✚ Don't forget the “dos”.