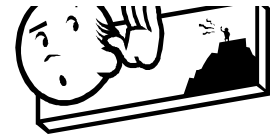


Are You A Good Listener?



*A big part of being an effective team member is being a good listener.
Remember the L-A-D-D-E-R to become a better listener:*

1. **Look at the person speaking to you.** If you make eye contact, the speaker feels like he/she has your undivided attention.
2. **Ask questions.** This shows that you're interested and that you're hearing what is being said.
3. **Don't interrupt.** When you interrupt, the speaker feels you're not interested in what he/she is saying and will be frustrated by the inability to finish a complete thought. Take the time to listen – just relax and open your ears!
4. **Don't change the subject.** Changing the subject indicates that your mind is elsewhere. It shows you're not concentrating on what's being said at that moment, and this can make the speaker feel insignificant. If you change the subject, the speaker could also get the impression that you're avoiding the topic and may be hesitant to bring it up again.
5. **Empathize.** When someone shares information with you, put yourself in his or her shoes. Doing this will allow the two of you to discover solutions more easily and will also help you appreciate a perspective different from your own.
6. **Respond verbally and non-verbally.** Using an enthusiastic tone shows you're interested in what the speaker is saying. Smiling helps too! Avoid crossing your arms since this can be interpreted as being closed off. If you're speaking with someone who is sitting, you should sit too. Standing over someone is too authoritative and may make the other person feel uncomfortable.

