

A TOOLKIT FOR PROFESSIONALS
MINDFULNESS AT WORK

Listening To Learn

LISTENING: THE KEY TO MINDFUL COMMUNICATION

- ▶ To practice mindful communication, we must draw awareness to both sides of the equation: to our role as a listener and as a speaker.
- ▶ LISTENING TO UNDERSTAND vs LISTENING TO RESPOND require us to remain in a state of mindful, present-moment awareness.
- ▶ Research says we only hear 25%-50% of what's said.
- ▶ Become a better listener, and you'll improve ability to understand, connect and negotiate while avoiding mistakes, misunderstandings and conflict.

TIPS FOR MINDFUL LISTENING

- Avoid distraction, just listen
- Look to the speaker directly
- Indicate you are listening by using vocal or physical cues
- Encourage speaker to elaborate
- Clarify and offer confirmation such as "what I'm hearing is..." or "I think you are saying..."
- Pause before responding
- Reply honestly and respectfully



"The single most powerful and transformative ingredient in dialogue is the intention to understand." - Oren Jay Sofer