








Cheat Sheet: Develop Your Active Listening Skills





What Active Listening *Isn't*

-  Just nodding along
-  Waiting for your turn to speak
-  Offering solutions too quickly





What Active Listening *Is*

-  **Full Attention** – Maintain eye contact, avoid distractions
-  **Paraphrasing** – Restate what you heard to confirm understanding
-  **Asking Questions** – Clarify before assuming
-  **Presence** – Focus on the moment, not your response

Barriers to Listening


-  Distractions (phones, multitasking)
-  Rushing conversations
-  Bias or pre-judgment
-  Stress and fatigue

Techniques to Improve

-  **Take Notes** – Capture key points
-  **Pause Before Responding** – Give space for thought
-  **Show Empathy** – Acknowledge feelings, not just words
-  **Summarize Key Takeaways** – End conversations with clarity

Quick Action Steps

1. **Silence notifications** before important conversations
2. **Paraphrase** one key point in your next meeting
3. **Ask one open-ended question** to deepen understanding

 **Remember:** Active listening isn't passive—it's a skill that builds trust, clarity, and stronger relationships.