



PROACTIVE
COMPLAINTS
MANAGEMENT

TRAINING • COACHING • CASE MANAGEMENT

When I am speaking are you REALLY LISTENING?

Active listening is a communication technique used in counselling, training, and conflict resolution. It requires that the listener fully concentrate, understand, respond and then remember what is being said

How often have you spoken to someone and (be honest!), you really haven't been listening to them and instead you were thinking of **your** reply to their comments?

Active listening especially in time of conflict is difficult to achieve as we are in the middle of the conflict and want "our say" and "an opportunity to be heard".

There is nothing more infuriating especially in times of conflict when you are of the view that you either haven't been heard or feel like you have not been given an opportunity to be heard.

The following are some suggestions how we may increase our abilities to practice our active listening skills.

An active listener:

- ✓ Spends more time listening to the other party than talking or passing judgement
- ✓ Does not finish the statements or sentences of others that they are communicating with
- ✓ Does not answer questions with questions
- ✓ Provides feedback to the other parties views however they don't interrupt continuously

- ✓ Focuses on what the other party is saying *not* on their own interests
- ✓ Is fully aware of their own biases and is able to control these
- ✓ Allows the other party to tell you “*their story*” and does not dominate the conversation
- ✓ Never allows their mind to wander and miss what has just been said
- ✓ Allows the other party to finish speaking and then plans what they are to say – *not* while the other party is still speaking

Active listening allows the parties to build trust, provides the parties the opportunity to have their say and feel valued and importantly it allows parties to rebuild relationships.

The activity below may assist you to assess whether you are an active listener or have room for improvement.

Finally some food for thought:

The word *LISTEN* contains the same letters as the word *SILENT*

Alfred Brendel

Here at Proactive Complaints Management we are able to tailor a training program to meet your organisational needs, for further information please contact Steve Aivaliotis on +61 418 313 303, via email steve@proactivecm.com.au or check out our website www.proactivecm.com.au

