



Psych.E.In. MOOC 1

Unit 7

2.2 Active listening

1. **Make eye contact.** Eye contact increases the chances of “getting” the message and demonstrates interest and attention. When listening to someone on the phone, try not to look at things that will take attention away from the speaker.
2. **Adjust your body posture.** A posture facing the speaker and slightly leaning in suggests that you are paying attention, and helps you to stay tuned in. When on the phone, position yourself so that you are comfortable but not so relaxed that you lose the ability to attend to the speaker.
3. **Give verbal or nonverbal acknowledgment.** Acknowledging the speaker helps involve you in the communication process and shows you are paying attention.
4. **Clear your mind.** Clear your mind of your own thoughts to avoid wandering mentally.
5. **Avoid distracting behaviors.** Distracting behaviors like playing with a pencil, drumming your fingers, grimacing, jingling change in your pocket, or others, may take away from your ability to listen and distract the speaker.

Sources: <https://training.fema.gov/emi.aspx>

