

Mini-Guide

Soft Skills: Build Essential Listening Skills



It's more than just HR.

SOVRANHR
Lead Smarter. Grow Stronger.

Enhance your effectiveness as a leader by learning how to really listen and focus on what others are saying.

As leaders, you set the tone for your team's working relationships and demonstrate that you value each individual. By not listening, employees might feel their thoughts and opinions are undervalued, leading them to question their own contributions and worth to the team.

Managers, in particular, must make sure they take the time to really listen to their employees.

Actively listening will enrich workplace relationships and boost group productivity and collaboration.

- **Stay focused.** Concentrate on the conversation and the person speaking, avoiding distractions.
- **Make eye contact.** It helps the other person feel more positive about the interaction and fosters a sense of connection.
- **Ask questions.** Clarifying questions help gather additional information, ensuring a full understanding of the speaker's intended message.



Bring yourself fully into the conversation by looking for nonverbal cues, making eye contact, and asking clarifying questions.

On the Job Listening Exercise	
At the end of each day, spend 5 to 10 minutes evaluating how well you listened to others.	
Date/Day of the Week	
Employee Name(s)	
Did you stay focused when you listened to the employee today?	
Notes	

EXAMPLE

Date/Day of the Week

Monday 10/15/21

Employee Name(s)

Jane Doe
John Doe
Mary Smith

Did you stay focused when you listened to the employee today?

Yes
No
No

Notes

Tomorrow make time for John and Mary. Make sure to speak with Jane again.

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Schedule a **FREE** consultation today.