



LISTENING & UNDERSTANDING

Series: Effective Communication is the most important issue for lot owners Part 2 of 12: Listening and Understanding

This second note in the Effective Communication series is about listening and understanding. Active listening is a way of reflecting back on what the other person has said, to let him or her know you are listening and to check your understanding of what he or she means. It assists with understanding the person’s total communication; the verbal message and accompanying feelings.

Tips for Effective Listening

Listen before you speak – This helps you gain the other person’s confidence and avoid mistakes.

Hear what is not said – Listen for what the speaker leaves out of the conversation – or only hints at. “Read” the person’s nonverbal communications.

Show your interest – Use nonverbal communication to demonstrate that the speaker has your full attention.

Do not interrupt until the speaker finishes his or her thoughts – Interrupting sends the message that you do not value the speaker’s remarks.

YOU’RE NOT LISTENING

Listening is critical part of communicating. Poor listening habits will shut the door on meaningful exchange.

These poor listening habits	...will tell others
Change the subject	I’m not interested in you.
Finishing another's statement	I’m impatient with you.
Interrupting	I’m more important than you..
Criticising	I don’t approve of you.
Joking inappropriately	I don’t take your seriously.



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Using Questions in Conversation:

Questions are a great way to determine if you truly understand what a person is saying. Using this method you can not only show others that you are listening, but also that you are interested in learning more about the subject you are discussing with them.

Use questions to:

Increase your own understanding of the situation

Example: When did you first notice the crack in the foyer wall?

Next week: He Said, She Said. The difference on how men and women communicate.