



Tool #9 - Part B

Active Listening

Part B Includes:

Top 7 Key Points

2 Week Progress Report

Final Progress Report

(Part B is a Review and Follow Up from Part A)

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Employee Success Toolkit

Tool #9 - Part B

Active Listening

In part A you learned many ways to improve your ability to listen actively. Part B will help you review and record your progress.

Top 7 Keys to Active Listening

1. While you listen, try to understand the other person's point of view. This way you can avoid possible misunderstandings. When you actively listen, you foster understanding.
2. Always give your full attention to the speaker. Do not turn your body away. Look directly at the speaker, nod and make appropriate comments. By doing this you will show respect to the speaker.
3. Tone of voice and pitch are important elements in a conversation. The tone can demonstrate the speaker's emotional state—whether he is nervous or relaxed. A high pitched voice usually signifies nervousness, fear or anxiety, while a lower pitch signifies confidence.
4. Our eyes are very expressive. Good eye contact shows honesty and confidence. Look directly at the person you are speaking to. Avoiding eye contact can give the impression you are feeling guilty or frightened. Displaying confidence by looking at the speaker will create a more positive relationship.
5. Body language can be informative. If the speaker's body language and words are incongruent, he may be sending a mixed message. By being attentive to the speaker's body positioning, you will be able to better discern his true meaning.
6. Gesturing can add life to a conversation, but be sure it is done in a positive manner. Do not cross your arms because that shows a lack of openness, and don't play with your clothing, jewelry or pencils, as this is distracting.
7. Be aware of your facial expressions. A forced smile will come across as insincere. Tension can be read through a wrinkling of the forehead or a pursing of the lips. But do not be afraid to show enthusiasm. When your face lights up, the energy you create is contagious.

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Tool #9 - Two Week Progress Report
Active Listening

Name _____ Date _____

Look at the goals that you set in part A of this lesson.
What have you done so far to reach your 3 main goals ?

1. _____

2. _____

3. _____

What will you do in the next 2 weeks toward reaching your goals?

1. _____

2. _____

3. _____

Make a copy of this to give to your supervisor, and keep one for yourself.
Post your goals in your workplace where you can easily see them.

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Tool #9 - Final Progress Report

Active Listening

Name _____ Date _____

What progress have you made towards achieving your 3 main goals?

1. _____

2. _____

3. _____

How have your improved listening skills made a difference at work?

1. _____

2. _____

3. _____

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Additional Resources

All are available on The Confidence Center Web at
www.ConfidenceCenter.com

Free Resources

Email Newsletter:

Employee Morale and Confidence Tips

It has creative ideas you can use every week to keep up morale.

Sign up for Free at www.ConfidenceCenter.com

Assessments:

Are you happy at work? Take the [Employee Morale Assessment](#)

How confident are you? Take the [Confidence Quiz](#)

Articles and Past Newsletters

Calendar of Special Days:

Special days you can celebrate for every month of the year.

Fun Zone:

Jokes, cartoons, and more - when you just need a break.

Coaching:

Telephone coaching by our certified professional coach. To get one *free* coaching session.

Details at <http://www.confidencecenter.com/serv06.htm>

Low Cost Resources

Products:

Books, eBooks, videos, and other products to make you more successful at work.

Seminars:

We offer in-house seminars, customized for your company or organization.

Tele-seminars:

Telephone seminars on employee morale and employee performance. These will be announced in our newsletter and on our web.