# Effective Active Listening Skills for Mentors

*"Wisdom begins in silence"*

4 Phases of Listening – Are you not worth 100% of someone's attention when you speak? Practice giving someone 100% of your attention – this is true respect!
   1. Hearing clearly what is expressed
   2. Interpreting the total message
   3. Understanding & evaluating the speaker's communication
   4. Responding to the person, the points expressed, the solution

Let your mentee tell their story; do not interrupt. Jump-start empathy.

Remember their story is unique to them, even if you have heard it before.

Relax and don't give the impression you can't wait to jump in and talk.

Appreciate the emotion, e.g. voice intonation, vocabulary & body language, behind what the mentee is saying. Listen for common ground – ask yourself how you would feel. Non-verbal communication = 80% of the message!!

Establish soft eye contact, not intrusive or judgmental, remember to re-focus the conversation.

Use appropriate facial expressions with appropriate head nods and encouragement.

Constantly check your understanding of what you hear, not what you want to hear or expect to hear or what you have heard before.

Ask for clarification or continue questioning to demonstrate that you care about what they are saying that you are working to understand their message.

Always check to see if they have finished speaking and also ask if they want to comment or respond to what you say.

Recognize your role as a mentor rather than caregiver.

To listen effectively you need to **CARE** for those you are listening to:
**C:** **concentrate** by focusing only on the speaker as the meaning of the message
**A:** **acknolwedge** through body language by nodding and encouraging
**R:** **respond** with questions for clarification, interest, support and paraphrasing
**E:** **empathize**, share in the feelings expressed – validate your mentee.

What are the keys to a good relationship? **THE LISTENING LADDER**
Look    Ask    Don't interrupt    Don't go off    Empathize    Respond