



Listening carefully: tips

For more information about listening carefully to get the information you need

Here are some tips to make you a better listener:

1. Listen carefully to what the speaker says. Pick out the **key words** in any information. It's easier to remember one or two important words than a whole sentence.

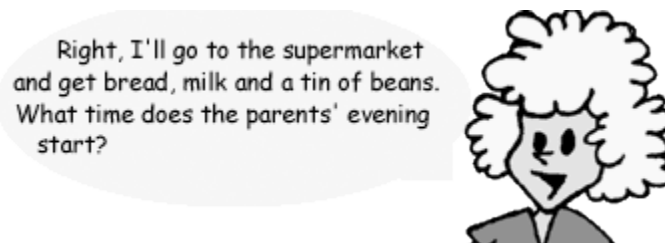
If you're taking a message for someone it's easier to write down key words to help you remember the message than it is to try to write everything out. You can add to your message after you've finished listening to the information.

2. Give a **number** for each new stage in a set of instructions: it will help you remember them later.



3. **Repeat** the instructions or the information you've been given back to the person who gave them to you. If you've got anything wrong the person will correct you and the repetition will help you to remember.

4. **Ask questions** about anything you're unsure of, or replay the recorded message.



5. Go through the **complete sequence** in your mind so that it's clear. If you're taking a message for someone else you might want to rewrite it using complete sentences so that it will make sense to the reader.



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6. If you're talking face to face with someone you need to do some extra things while you're listening. This is because you're part of a two-way process and you want to encourage the other person.

Look interested in what they're saying.

Maintain **eye contact**.

If the person is giving you directions, pay attention to where they're pointing. **Gesture** can be very important and can often make the speaker's meaning much clearer.

It's that way!

