

# Wellbeing

## Listen up

**Listening is a skill we can learn and develop. The more we practice it, the better we get at it.**

Active listening is about **being curious**.

When someone is sharing something with you, avoid trying to return the conversation to you.

**Instead, stop and ask an open question.**

Open questions (ones that you can't answer with 'yes' or 'no') are a key to active listening.

"Are you okay?" "Yes."

**versus**

"Tell me what's going on for you at the moment."

What if the time doesn't suit you to have a conversation?

It's ok to ask if you can finish what you're doing and set a time to talk after that, but you need to make sure you **follow through with the catch-up**.

Here's a **poor listening** and an **active listening example**:

Person A: "I'm concerned about xyz..."

Person B: "Yeah that happened to me once, too."

**versus**

Person A: "I'm concerned about xyz..."

Person B: "Thanks for raising this with me. Tell me more about the situation/help me understand what happened and why it's a concern to you."

