



You Matter, Let's Natter

Put the billy on and have a
natter with a mate who matters.
What are you waiting for?



Sam on what makes a good listener



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Choose a good time.



Begin with a simple question like
'how are you getting on?'



Be comfortable with silence, let
the other person do the talking.



Don't jump in with your solution
to the problem.



Keep an open mind and be
non-judgemental.

What's my dominant listening style?



Open minded
You ask open questions and are non-judgemental.



Attentive
You're focused and give feedback to show you're listening.



Reflective
You summarise to show you understand.



Distracted
Your mind is elsewhere. You're in a hurry to finish.



Selective
You're only listening for things you can respond to with your own experience.



Problem-solver
You're trying to understand a problem so you can solve it.

When someone is listening to you, which of the above styles is the most useful for you?



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