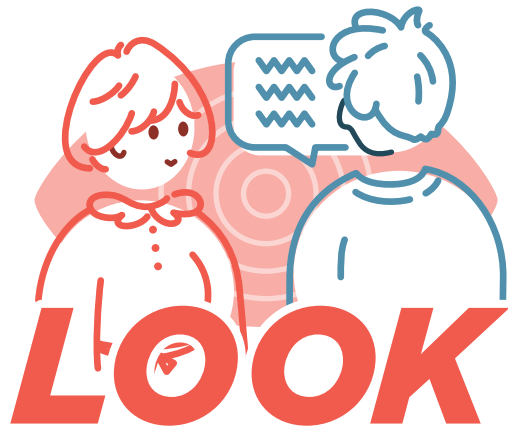


IMPROVE YOUR **ACTIVE LISTENING SKILLS**

If you're talking face to face, you need to develop active listening skills to best handle conflict. Effective communication leans heavily on listening skills, which reinforces a two-way understanding between two or more people. How exactly do you actively listen? If you remember these 3 steps, you're on the right track.



“
Maintain eye contact
50% of the time while
talking, and **70%** of the
time while listening.
”

-Michigan State University

Maintain open body language as discussed in the statistic above, and in addition focus on **steady, but non-aggressive, eye contact**.



“
60% of communication is
portrayed by facial expressions.
”

-Psychology Today

Pay attention to the **tone of voice** and **the body language** of your conversation partner.

Note their body language and tone of voice, as well as their words. but don't get distracted by them. Nonverbal communication is still telling you something — pay attention and adapt.

Don't plan what you're going to say while the other person is speaking. Take time to truly listen, rather than plan your rebuttal.



“
Humans generally listen at
a **25%** comprehension rate.
”

-Forbes

Active listening involves **asking questions** to clarify or confirm as needed. You need to ensure the person you're talking to feels heard.

The best way to do this is to reframe one of their points as a question. Don't do this frequently, as it can come across as a "gotcha!" moment. Clarify confusion as it comes up to avoid future conflict.