

## Active Listening Reminders

**Prepare in Advance** – Thoughts and questions prepared in advance, when possible, *free your mind for listening*, even as you prepare Q&A's for interviews.

**Think Like A Manager** – Their problems and needs are important and you'll understand and retain them better if you try to see it from "their" point of view.

**Limit Your Own Talking** – You can't talk and listen at the same time (it's said that we have 2 ears and one mouth for a reason!).

**Listen For Ideas, Not Just Words** – You want to get the whole picture, not just isolated bits and pieces.

**Concentrate** – Focus your mind on what is being said. Practice shutting out distractions.

**Don't Interrupt** – A pause, even a long pause, doesn't mean the interviewer has finished saying everything they wish. Be careful to remain comfortable with silence.

**Ask Questions** – If you're not sure you understand everything the interviewer says or feel you have missed a point, ask them to repeat. If you don't clear it up now, it may embarrass you later.

**Use Reflective Phrases** – When you want an interviewer to elaborate on a point, use a reflective phrase such as "*you said*", "*you mentioned*", "*you cited*", or "*you described*."

**React To Ideas – Not The Person – Don't Argue Mentally** – Don't allow irritation with things they may say or their manner to distract you.

**Don't Jump To Conclusions** – Avoid making unwarranted assumptions about what the interviewer is going to say, or mentally try to complete the person's sentence.

**Use Listening Responses** – An occasional “yes”, “I see”, “uh-huh”, shows the interviewer you are still listening and compels them to continue talking.

**Listen For Overtones** – You can learn a great deal about the interviewer (and company culture) from the way they say things, the way they react to things.

**Practice Listening** – Make your conversations with friends, your family, the people who serve you in the places you buy, a tool for improving your listening skills, for sharpening your “inner ear”.

**Stay Present!** – Try to avoid thinking about the next thing to say.