

Listening Skills

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You may have noticed that it is annoying if you are talking to someone and he/she does not seem to be paying attention to you. It is very important to develop listening skills. If you are not listening to what is being said to you, you may be missing important information.

Tips on how to listen:

- Make eye contact with the person speaking to you.
- Look interested. You can show that you are paying attention by nodding.
- Limit noise by turning off the radio or TV.
- Ask questions.
- Repeat the main point of the conversation to check and see if you understood.

Adapted from: Treatment Protocol Project (1997). Management of Mental Disorders (2nd ed.). Sydney: WHO Collaborating Center for Mental Health and Substance Abuse *by:* Susan Charlton RN, BScN & Elizabeth Emberly RN, BScN (CDMHP, 2003)

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