



**Tunnelling Association of Canada**  
**Association canadienne des tunnels**

# **Equity, Diversity, and Inclusion Moment**

Listening and Understanding



# Listening Effectively

Listening effectively means being attentive to the speaker, understanding what they're saying, reflecting on what's being said, and retaining the information for later.

Effective listening means going beyond hearing the words that are being spoken; seek to understand the meaning and intent behind them.



# How to practice effective listening?

- Give your sole focus to the person speaking
  - Put away your cell phone, ignore distractions, and avoid daydreaming
  - Maintain good eye contact (find a happy medium between constant eye contact and not paying attention)
- Use and understand non-verbal cues - much of communication is unspoken
- Listen to understand and not to respond
  - Don't prepare your own reply while the other person is still speaking
- Be patient - don't try to fill silence with your own thoughts and stories, or interrupt
- Paraphrase back what was said to ensure you understand correctly
  - This helps the other person feel validated and keeps potential miscommunications to a minimum
- Withhold judgement
  - Focus on empathy and acceptance, and stop judging thoughts if they occur

# Thank you!

The End