

## Listen with your **FEAT**!

Use **FEAT** to improve the way you listen... Pay attention to your:

### Feelings

- Be calm but attentive
- Don't judge
- Sense the emotional tone of the speaker

### Environment

- Avoid distractions; feel comfortable
- Is the atmosphere right for listening?

### Actions

- Use appropriate body language
- Avoid interruptions
- Give feedback
- Observe and respond to non-verbal communication



Mirrors and probes



Diversions and fixers

### Thoughts

- Clarity – prepare yourself to listen
- Focus – keep your attention on what is being said, but also notice what is *not* being said
- Ideas – listen for ideas or key points, not words
- Pre-conceptions – don't jump to 'solutions' or apply pre-conceptions

