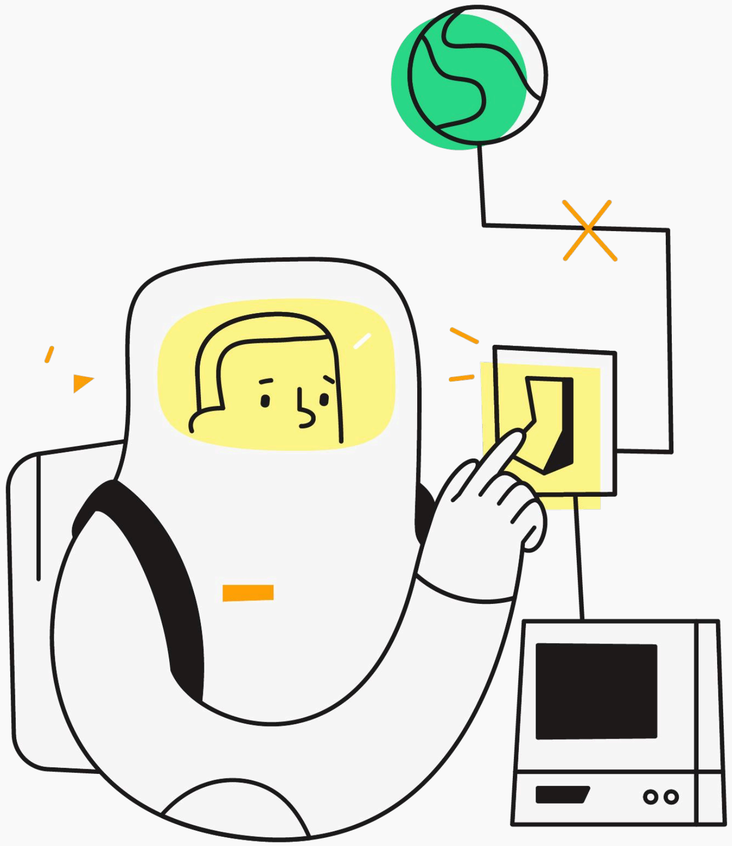
Sparks | wibo

How to listen **actively**?

Three simple steps to do it and understand through listening what others think, feel, and want.



Think about these **three steps**.

01 Ask open-ended questions.

Ask "*What do you think?*", "*How did you feel?*", "*What happened next?*" Open-ended questions give the other person **space**, allowing **deeper** and **more genuine** thoughts to emerge. They are the gateway to more **meaningful conversations**!

02 Avoid asking "why."

While it's great to ask "why" about things, in a **professional two-person conversation**, asking "*Why did you do that?*" or "*Why do you think that?*" can sound **accusatory**.

It's better to use "*What led you to do X?*", "*What were you thinking when you made choice Y?*", "*What were you trying to achieve in situation Z?*"”

03 Never interrupt!

Interrupting is the **quickest way** to tell the other person, "What you have to say is less important than what I think."

Resist. Breathe. Let the other person finish. Often, the most important things are said at the very **end**.