



San Mateo County
Supervisor Tip Program

TIP OF THE WEEK

To Be a Top Flight Listener

Use the “empathetic” listening response when someone first says something to you

When a team member begins talking, the supervisor receiving the information can give advice, ask questions, be critical of what is being said or be empathetic, a nonjudgmental response capturing the thought or feeling being expressed.

The empathetic response should be employed first since it keeps the person talking and providing additional information, keeps the talker involved in problem-solving and helps build trust and rapport.

Madelyn Burley-Allen’s book, *LISTENING: The Forgotten Skill*, will allow you to assess your current listening response tendencies and then practice using the empathetic response. Avoid giving advice or putting down what someone is saying.

THOUGHT OF THE WEEK

“A good listener is not only popular everywhere, but after a while he knows something”
Wilson Mizner



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