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# Effective Listening Skills

## 5 Skills for Mentors



### SELF-ASSESSMENT

The first step to becoming an effective listener is self-assessment. Mentors who are effective listeners will make their students better communicators and in turn build a stronger relationship with them.

*The **first principle of effective listening is active listening**.*

### UNDERSTANDING THE OTHER PERSON

*The **second principle of effective listening is empathic listening**.* Listen with your heart as well as your head.

*The **third principle of effective listening is listen to empower**.* Empathic listening is realized by means of empowering the speaker through feedback.

### PARAPHRASING: GETTING STUDENTS TO LISTEN TO THEMSELVES

*The **fourth principle of effective listening is paraphrasing**.* By paraphrasing, a mentor can help a student not only to clarify, but also to evaluate his/her own message by considering its potential consequences, ramifications, and possibilities.

### KNOWING WHEN TO SPEAK

Learning when to speak and when to let the student speak is very important. *The **fifth principle of effective listening is the ability to recognize when speaking is necessary and when it is not**.* If you are able to practice empathic listening, you will eventually acquire this ability.

### SUMMARY

- Determine if you are a passive or active listener.
- Practice empathic listening methods to interpret another's message and feelings.
- How a mentor responds to a student has a great impact on the development of the relationship. Feedback must be positive and empowering to the student.
- The best way to get a student to understand and evaluate an inappropriate feeling or opinion is by paraphrasing it in a strategic manner.