

[Listening skills that will improve your EQ](#)

By Terri Ferrara in [Ask the Career Coach](#)



I enjoy it when a person shows high EQ by *really* listening to what I say! No matter what position I've had, I have found that when a co-worker, boss or direct report truly listens, that person is wonderful to work with. I think we all like to be listened to as though we are the most important person on this planet! A key part of EQ (Emotional Intelligence, another word for maturity) in the workplace is our listening skills.

It is easy to say I'm a good listener. But, am I really? Typically, the skill of listening determines our effectiveness at the job — no matter what the position is.

To 'up' our effective listening skills, a questionnaire is below. What about giving ourselves a '10' for ultimate listening? If we're really serious about improving our listening skills, I suggest asking 2-3 co-workers, direct reports or our boss to rate us. It is out of my comfort zone to ask others to rate me... personally, I like my own rating. If one of you dares me to ask others to rate my listening skills, I will.

I...

- focus completely on what the other person is saying and am not easily distracted
- am more interested in what the other person has to say than what I want to say
- mirror back what someone has said in order to confirm I'm understanding correctly
- encourage and accept other's expression of feelings, perceptions, concerns, suggestions
- tactfully* bring the conversation back in focus when needed
- integrate and build on others' ideas and suggestions rather than hijack the conversation

I have some work to do. How about you? I am continually working on these skills and am pretty passionate about it. After a session where I've been intently listening and coaching a client for an hour (maybe a few clients a day), I go away from each session renewed with energy!

I love listening to my client's dreams, goals, what is really important to them, what they're searching for, their strengths, why they feel stuck....and then to coach and hear them move forward with ideas and action steps I would never have thought of (happens each time) is extremely rewarding to me!

Are you enjoying your Monday morning as much as Friday afternoon? To schedule a short, complimentary initial consultation, contact me at terri@summitviewcareercoaching.com.

Maybe you have questions about your career. Below is a comment box. Or, if you'd prefer to contact me personally, you can reach me at terri@summitviewcareercoaching.com.

I offer packages on career exploration, job search strategy, strengths identification, career branding, networking, résumé & cover letter expertise, interview preparation and jump-starting a new position. For more information, go to my website at www.summitviewcareercoaching.com.

Enjoy Monday morning as much as Friday afternoon!

