

# TOPIC: COMMUNICATION – LISTENING FOR UNDERSTANDING

## Potential Signs of Communication Breakdown

- You believe you can change someone's mind
- You use all or none thinking, only seeing extremes
- You are looking for an argument

## Impact on Your Work

- Reduced productivity and efficiency
- Lack of connection with others



## Three Ways to Improve Your Listening Skills

1. Pay attention; instead of planning your response, focus on what the other person is saying and why
2. Withhold judgment and avoid interruption
3. Ask lots of questions to clarify, not interrogate

## Resources

- Caterpillar EAP: <https://totalhealth.cat.com/en/eap.html>

**Sometimes the most influential thing  
we can do is listen!**