



LEARNING TO LISTEN

EAP's help to resolve personal problems such as stress, depression, workplace conflicts, and substance abuse. What about the EAP's ability to teach critical skills, like better listening? That's what my boss recently said I should consider improving.

Employee assistance programs naturally are associated with resolving personal problems, but your EAP offers many other types of help including coaching for supervisor skills. Various EAP professionals specialize in different skills. Some may have expertise in organizational and visioning skills

while others are seasoned pros at addiction recovery, imparting supervisory skills, conflict resolution, parenting, and more. Meet with the EAP and honestly zero in on the aspect of the skill about which you are trying to be more efficient. For example, regarding listening skills, key aspects include active listening, summarizing, using empathy, following up, running meetings, listening to learn, listening to evaluate and analyze, listening to understand feelings and emotions, and more. What about your listening skills are you trying to improve? Meeting with the EAP can help you explore these questions. It may well lead you to different approaches and answers for improving listening skills.

Types of Listening Skills

Attentive listening involves:

- Holding eye contact
- Maintaining good posture
- Nodding
- Mirroring speaker's body language to show interest
- Allowing speaker to complete entire thoughts

Reflection listening involves:

Repeating and paraphrasing what speaker has said to show that you truly understand what they are telling you

Leadership Orientation Training

Watch for up coming classes.

CONTACT US TODAY:

Please contact our office by calling 800-779-6125 or e-mailing (info@connectionseap.com) for more information or register online: www.connectionseap.com

ATTENTION: SUPERVISORS, MANAGERS, ADMINISTRATORS:

Session A: "Leadership Orientation to the EAP", is always available on the website. Please check your wallet cards or contact your HR department for your username and password.

Website Information – Webinars are available in the Work/Life Services site. Log in on Connections website go to Employee or Leadership Resources tab to access webinars, continue to scroll down on the Work/Life Services opening page. (All webinars are archived for later viewing.)

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