



# Craig's top tips on the beautiful art of listening

## What's it all about?

At Rambutan we love to listen; our business is built on it. At the core of every Rambutan bunch member is a belief that listening is a precious gift to offer someone. We also know that to get it beautifully right every time can be tricky

## Our philosophy on...

Listening is so much more than a set of skills. It's an art form that needs to be respected, loved and committed to. Listening is at the heart of everything we do and the foundation stone of every great relationship



## Who will benefit?

We believe everyone in the world can benefit from delving into these top-tips! We encourage you to share them with everyone from frontline employees to CEO's, from adults to children and everyone in between!

## Books that will help:

**NLP at work** by Sue Knight - Loads of techniques and tips that help to increase self-awareness and listening/communication ability

**Time to Think** by Nancy Kline - A beautifully written book that's packed full of tips and techniques to help improve your listening

**Emotional Intelligence** by Daniel Goleman - This fabulous book, which really should be a 'go to' for leaders, offers tips to increase self-awareness and understand others beyond the words they say

## Visit these websites:

[www.ted.com](http://www.ted.com) - a brilliant Ted Talk by Evelyn Glennie on how listening is 'beyond the ears' and a true art form

<https://hbr.org> - Harvard Business Review is packed full of tips on listening

[www.huffingtonpost.co.uk](http://www.huffingtonpost.co.uk) - has many great articles on why good listeners do things differently

## Are you really listening?

There are two types of listening: listening to talk and listening to understand. If you're listening to talk, you're simply waiting for a gap to say what's important to you. This isn't listening, this is polite interruption. Listening to understand is when you're genuinely interested in the other person and focus on their every word and behaviour to understand them further



## It feels good!

Think about how you feel when someone is truly listening to you... it feels good right? It's the best gift to give someone and we can tell when someone is investing time to listen to us. We also know when someone is going through the motions of listening; our sub consciousness picks up on it and we know something doesn't feel right



## It takes commitment

Truly listening takes time and commitment. It is a choice. Be prepared to focus purely on the other person and nothing else (no checking emails or texts!). Be consistent too; choose to truly listen everyday. Make it a way of life



**Rambu-tips**  
on  
the beautiful art of  
listening

before we start

a beautiful gift  
Everyone likes to receive a gift.  
Listening to someone can be the best gift ever

all about you  
This isn't rocket science, but it does require a  
certain mindset and skill set

keep on learning

all about them  
To help another person have the best listening  
experience you need to place them at the  
heart of what you do

## Mirror but never copy!

Show your listening and understanding skills by gently mirroring the other person's body language. Nod at the right moments, offer comfortable eye contact and if they cross their legs or arms, you can simply move your legs in a similar direction. Remember mirroring isn't being a carbon copy of the person, that's just called 'being a bit weird'!



## Paint a picture in your mind

As the other person is talking, paint a picture in your mind of what they're saying. Imagine what it's like to be them in their situation. This will help you to 'walk in their shoes' and by doing this, you'll really begin to understand and connect with them



## Encourage them to talk

Staying (mostly) quiet, summarising key points, making gentle encouraging noises (hmm, uh-huh) and saying statements such as 'go on, tell me more' all show you're listening, genuinely interested and encouraging the person to share more

## Check your mindset

Your chosen mindset drives your behaviour and the experiences others have when interacting with you. The personal bias you hold about another person or the situation may twist your listening. Ask yourself: 'What am I thinking and feeling?' 'How will this help or hinder my listening?' 'What can I think or feel to help me listen more?' Listen to what you tell yourself and adjust your mindset



## Listen beyond the words

Observe the body language as the person is talking; what does it tell you? What is the person excited about when talking? What causes them to slow or quieten their voice? When do they break eye contact or use their hands to express a point? These cues are vital in fully understanding what the person is truly saying and feeling

## Choose the right environment

Where will be the best place for your conversation? Interruptions, external noises and busy places can cause distractions that stop you listening. Remember, the other person will know if you're not listening and this will stop them from talking openly

## Or give us a shout on:

+44(0)1858 461071 or email [hello@rambutan.biz](mailto:hello@rambutan.biz) if you want to know what it's like to be truly listened to and receive some tips on how you can do the same for others

