



Social Connections Toolkit

Active listening helps build social connections

Active listening can improve and strengthen our relationships. It's a key to connecting.

Active listening includes...

Body language

Your body language is important.

- Face the speaker
- Have an open posture
- Lean slightly forward
- Maintain steady eye contact
- Relax.

Paraphrasing

Show your understanding by reflecting the message and intent.

- Identify the feeling being expressed
- Reflect back content and emotion
- Mirror perspective
- Demonstrate empathy.

Following behaviours

Enable the communication to continue.

- Door openers "Can you tell me more about that?"
- Open questions "What are your thoughts about ... ?"
- Minimal encouragers "mmm", "yeah"
- Empathetic silences "...".

Summarising

Increase understanding and prevent miscommunication by summarising the discussion.

- Focus on the main points
- Check your understanding and ask for clarification.

Did you know?

Active listening helps you build:

- Belonging
- Acceptance
- Inclusion
- Support.

Do you...	Tick
understand how others feel when they are communicating with you?	<input type="checkbox"/>
feel you are sensitive to what they are not saying?	<input type="checkbox"/>
have an awareness of what others imply but do not say?	<input type="checkbox"/>
listen for more than just the spoken words?	<input type="checkbox"/>
assure others that you will remember what they say?	<input type="checkbox"/>
summarise points when appropriate?	<input type="checkbox"/>
assure others that you are listening by using verbal acknowledgments?	<input type="checkbox"/>
ask questions to show you are understanding of their perspectives?	<input type="checkbox"/>
assure them you are receptive to their ideas?	<input type="checkbox"/>
show others that you are listening through your body language?	<input type="checkbox"/>



**Social
Connections
Matter**

To find out more about social connections visit
icare.nsw.gov.au/socialconnectionsmatter

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