

# CyberBreak

October 27, 2006



## Turn back the clock!

Just a reminder that daylight savings time will end on Sunday, October 29<sup>th</sup> at 2 AM. Don't forget to turn your clocks back one hour before you go to sleep Saturday night!!

## Active Listening

Being able to listen actively is a tool needed to influence, persuade and negotiate not only at work but in all aspects of your life. You must be able to listen attentively if you are to perform to expectations, avoid conflicts and misunderstandings and to succeed in an arena. Here are some tips to help you enhance your communication skills and become a more active listener.

### Understand your own communication style.

Good communication skills require a high level of self-awareness. Understanding your personal style of communicating will go a long way toward helping you to create good and listening impressions on others. If eye contact is hard for you, practice. Not making eye contact may make others feel like you are disinterested in what they have to say.

### Be an active listener.

Listen with a purpose. It may be to gain information, get directions on a project, share interest, understand others, or solve problems. If you are having trouble staying focused, repeat what the person is saying mentally and this will reinforce the message and help you control mind drift.



### Use non-verbal communication

Non-verbal communication includes facial expressions like smile, gestures, eye contact, and even your posture. Your non-verbal communication can be used to show the person you are communicating with that you are indeed actively listening.

### Provide feedback

Remember that what someone says and what we hear can be amazingly different! Feedback serves to ensure that the communications are understood and is a great tool to use to verify you have correctly understood what the other person has said.

**You're invited to attend the next Staff Professional Development Workshop:**

**How to Design Attention Grabbing Brochures**

Friday, November 17, 2006

9 AM - 12:30 PM or 1 PM - 4:30 PM

To RSVP, email Marcie Canal at [mcanal@swlaw.edu](mailto:mcanal@swlaw.edu) by 11/15/06.

**Feedback:** Have ideas, suggestions, comments or contributions for future editions of CyberBreak? Please email them to Marcie Canal at [mcanal@swlaw.edu](mailto:mcanal@swlaw.edu).

