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### **PRACTICE THIS CRUCIAL MEETING AND SOCIAL SKILL!**

Active listening is making a conscious effort to hear what your employees or customers are saying and understand the total message being sent. It requires you to listen with your ears and eyes. It's important to monitor body language as well as what's being said. In this handout we will go over some language to show that you are making an active effort to listen and understand what the person speaking is saying.

### **EXAMPLES**

#### **Active listening question language:**

- ✓ What is your reaction to...  
ex. What is your reaction to what Hoshino-San said?
- ✓ What's your view on...  
ex. What is your view on no overtime?
- ✓ What led you to...  
ex. What led you to oppose the new deadline?
- ✓ How could we...  
ex. How could we cut down on meeting times?
- ✓ Could you tell me a little bit more (about...)  
ex. Could you tell me a little bit more (about your idea)?
- ✓ How did you reach/come to that conclusion?



#### **Active listening statements**

- ✓ What I'm hearing is...
- ✓ I've noticed that ...
- ✓ These are the main (points/things) you have said so far.
- ✓ Let's confirm we are on the same page. (slang)
- ✓ I can (appreciate/understand) why you feel that way.
- ✓ I'd like to focus on what you're saying to make sure I understand.
- ✓ I can see why that (would / could / may / might) be a (problem / issue) (for you.)

## EXAMPLE DIALOGUE

(The following conversation takes place in a meeting)

**Brian:** Now that I've gone over the reasons for the limit to overtime, let's open it up to discussion. How could we get work done without having to work extra?

**Emiko:** We could ask for more resources, like more time on the machines or a system to prioritize the projects so we don't waste time on things that are less important.

**Brian:** That's a good idea. What is your reaction to what Emiko said, James?

**James:** I think it's a good idea, but different managers may have different priorities. It might lead to a lot of conflicts.

**Brian:** I can see why that might be a problem. We could have a weekly meeting in the morning with the management team so that we can reach a consensus on what projects have a priority. I've noticed that the management team works well together.

**Emiko:** Could you tell me a little bit more about the meeting? What day will we have it?

**Brian:** Let's schedule it for Monday morning so we can have the projects prioritized for the week.

**Emiko:** Sounds good

**James:** OK.

## YOUR TURN!

1) Tell your partner about an important event in your life. Give details, like where, when, why, how, etc.

2) Your partner will ask you questions about the event.

Ex.

A: I got married in Okayama.

B: What led you to decide on Okayama? / What's your view on Japanese weddings vs Western style weddings?



Click [here!](#) for more advice and techniques for Meeting English!