



# Career Elevator

October 2024

## How to Be a Better Listener at Work

In today's fast-paced work environment, effective communication is more important than ever. One of the most crucial aspects of communication is listening. Being a good listener at work enhances communication, builds stronger relationships and boosts productivity by ensuring messages are accurately received and understood. It also reduces conflicts and encourages open dialogue, leading to a more positive and collaborative work environment.

**A global UKG Workforce Institute survey recently revealed that 86% of employees feel they're not heard fairly or equally.**

Consider the following tips to help you become a better listener at work:

- **Give your full attention.** When someone is speaking, give them your undivided attention. This means putting away distractions like your phone or computer and focusing entirely on the speaker. If meeting virtually, turn on your camera and don't multitask.
- **Avoid interrupting.** It can be tempting to jump in with your thoughts or solutions. However, interrupting can make the speaker feel undervalued and frustrated. Allow them to finish their thoughts before you respond. This shows respect and allows you to fully understand their perspective.

- **Practice active listening.** Active listening involves not just hearing the words but also understanding the message behind them. You can actively listen by paraphrasing what the speaker said and asking clarifying questions. For example, you might say, "So what you're saying is..." or "Can you explain more about...?" This demonstrates that you are truly engaged and interested in their message.
- **Be patient.** Sometimes, people need time to articulate their thoughts and feelings. Being patient and giving them the space to express themselves without rushing them can lead to more meaningful and productive conversations.
- **Be open-minded.** Approaching conversations with an open mind, even if you disagree, can lead to more innovative solutions and a more inclusive work environment. Avoid making judgments and jumping to conclusions before understanding the speaker's point of view.
- **Follow up.** Following up after a conversation can reinforce that you were listening and you care about the outcome. This could be as simple as sending a quick email summarizing the discussion or checking in later to see how things are progressing.

Start practicing these tips today and see the difference they make in your professional relationships and work environment. Talk to your manager if you have any questions or seek feedback.



## Building Resiliency

In the workplace, resiliency is the ability to adapt to challenges, maintain productivity and thrive in a constantly changing work environment.

**Harvard Business Review research shows that resilience is not solely an individual characteristic but is heavily enabled by strong relationships and networks.**

Here are some effective strategies to build resiliency at work:

- **Develop a growth mindset.** A growth mindset is the foundation of resilience. Adopting this mindset allows you to view setbacks as temporary and motivates you to persevere in the face of obstacles.
- **Foster strong relationships.** Building a support network of colleagues, mentors and friends can provide emotional support and practical advice during tough times. Engage in team-building activities, seek feedback and offer help to others. Strong relationships create a sense of belonging and can be a source of strength.
- **Enhance your skills.** Continuous learning and skill development can boost your confidence and adaptability. Take advantage of training programs, workshops, and online courses to stay updated on industry trends and improve your competencies. Being well-prepared can make you more resilient to changes and challenges.
- **Prioritize self-care.** Taking care of your physical and mental health is essential for resilience. Ensure you

get enough sleep, eat a balanced diet and exercise regularly. Incorporate stress-relief practices such as mindfulness, meditation or hobbies that you enjoy. A healthy body and mind are better equipped to handle stress.

- **Set realistic goals.** Setting achievable goals can provide direction and motivation. Break down larger tasks into smaller, manageable steps and celebrate your progress along the way. Realistic goals help you maintain focus and reduce feelings of overwhelm.
- **Embrace flexibility and adaptability.** Change is inevitable in the workplace. Instead of resisting it, try to embrace it with an open mind. View change as an opportunity to learn new skills, meet new people and explore different aspects of your job.
- **Stay optimistic.** Optimism is a powerful resilience booster. Try to maintain a hopeful outlook, even in difficult situations. Believe in your ability to overcome challenges and trust that things will get better with time and effort.

Building resilience is a continuous process that requires effort and dedication, but you can start making strides today. Seek feedback from your manager to enhance your professional growth.