

## - Interview Helps -

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### **ACTIVE LISTENING**

Active listening is a way of communicating to another person that you are there to listen, to understand and to accept what the other has to say.

#### **Control the physical setting**

Remove all distractions, hold telephone calls, close the door and take papers off the table. Make sure both you and the person being interviewed can hear each other. Ensure privacy, set chairs so you can see each other.

#### **Demonstrate interest**

Face the person being interviewed; adopt a relaxed posture that physically shows you are interested. Do not allow your attention to wander.

#### **Create an open and trusting atmosphere**

Put the person being interviewed at ease, help her/him feel free to talk, create an encouraging environment.

#### **Empathize with the speaker**

Try to see the viewpoint of the person being interviewed by putting yourself in her/his place. Stay tuned in to the person being interviewed rather than formulating your own views, rebuttals or next questions.

#### **Observe as well as listen**

Be aware of the overall behaviour of the person being interviewed. Try to understand the meaning of what she/he is saying by observing the tone of voice, the facial expressions, the body language, etc.

#### **Be Patient**

Understand that the average person can listen to about 400 words per minute while people speak at about 125 words per minute. Do not interrupt. A long pause often precedes an important comment.

#### **Indicate simple acceptance**

Show that you have heard the speaker, not necessarily that you agree.

#### **Stop talking**

You cannot listen if you are talking. Resist the impulse to fill quiet spots with your own voice.