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Published on May 18, 2021 We have two ears and one mouth for a reason—effective communication is dependent on using them in proportion, and this involves having good listening skills.The workplace of the 21st century may not look the same as it did before COVID-19 spread throughout the world like wildfire, but that doesn't mean you can relax your standards at work. If anything, Zoom meetings, conference calls, and the continuous time spent behind a screen have created a higher level of expectations for meeting etiquette and communication. And this goes further than simply muting your microphone during a meeting.Effective workplace communication has been a topic of discussion for decades, yet, it is rarely addressed or implemented due to a lack of awareness and personal ownership by all parties.Effective communication isn't just about speaking clearly or finding the appropriate choice of words. It starts with intentional listening and being present. Here's how to improve your listening skills for effective workplace communication.Listen to Understand, Not to Speak There are stark differences between listening and hearing. Listening involves intention, focused effort, and concentration, whereas hearing simply involves low-level awareness that someone else is speaking. Listening is a voluntary activity that allows one to be present and in the moment while hearing is passive and effortless.Which one would you prefer your colleagues to implement during your company-wide presentation? It's a no-brainer. Listening can be one of the most powerful tools in your communication arsenal because one must listen to understand the message being told to them. As a result of this deeper understanding, communication can be streamlined because there is a higher level of comprehension that will facilitate practical follow-up questions, conversations, and problem-solving. And just because you heard something doesn't mean you actually understood it.We take this for granted daily, but that doesn't mean we can use that as an excuse.Your brain is constantly scanning your environment for threats, opportunities, and situations to advance your ability to promote your survival. And yet, while we are long past the days of worrying about being eaten by wildlife, the neurocircuitry responsible for these mechanisms is still hard-wired into our psychology and neural processing.A classic example of this is the formation of memories. Case in point: where were you on June 3rd, 2014? For most of you reading this article, your mind will go completely blank, which isn't necessarily bad.The brain is far too efficient to retain every detail about every event that happens in your life, mainly because many events that occur aren't always that important. The brain doesn't—and shouldn't—care what you ate for lunch three weeks ago or what color shirt you wore golfing last month. But for those of you who remember where you were on June 3rd, 2014, this date probably holds some sort of significance to you. Maybe it was a birthday or an anniversary. Perhaps it was the day your child was born. It could have even been a day where you lost someone special in your life.Regardless of the circumstance, the brain is highly stimulated through emotion and engagement, which is why memories are usually stored in these situations. When the brain's emotional centers become activated, the brain is far more likely to remember an event. And this is also true when intention and focus are applied to listening to a conversation. Utilizing these hard-wired primitive pathways of survival to optimize your communication in the workplace is a no-brainer—literally and figuratively.Intentional focus and concentrated efforts will pay off in the long run because you will retain more information and have an easier time recalling it down the road, making you look like a superstar in front of your colleagues and co-workers. Time to kiss those note-taking days away! Effective Communication Isn't Always Through Words While we typically associate communication with words and verbal affirmations, communication can come in all shapes and forms. In the Zoom meeting era we live in, it has become far more challenging to utilize and understand these other forms of language. And this is because they are typically easier to see when we are sitting face to face with the person we speak to.Body language can play a significant role in how our words and communication are interpreted, especially when there is a disconnection involved. When someone tells you one thing, yet their body language screams something completely different, it's challenging to let that go. Our brain immediately starts to search for more information and inevitably prompts us to follow up with questions that will provide greater clarity to the situation at hand. And in all reality, not saying something might be just as important as actually saying something.These commonly overlooked non-verbal communication choices can provide a plethora of information about the intentions, emotions, and motivations. We do this unconsciously, and it happens with every confrontation, conversation, and interaction we engage in. The magic lies in the utilization and active interpretation of these signals to improve your listening skills and your communication skills.Our brains were designed for interpreting our world, which is why we are so good at recognizing subtle nuances and underlying disconnect within our casual encounters. So, when we begin to notice conflicting messages between verbal and non-verbal communication, our brain takes us down a path of troubleshooting. Which messages are consistent with this theme over time? Which statements aren't aligning with what they're really trying to tell me? How should I interpret their words and body language?Suppose we want to break things down even further. In that case, one must understand that body language is usually a subconscious event, meaning that we rarely think about our body language. This happens because our brain's primary focus is to string together words and phrases for verbal communication, which usually requires a higher level of processing. This doesn't mean that body language will always tell the truth, but it does provide clues to help us weigh information, which can be pretty beneficial in the long run.Actively interpreting body language can provide you with an edge in your communication skills. 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Master communicators are phenomenal listeners, which allows them to be effective communicators in the workplace and in life. If you genuinely want to own your communication, you must implement this information today and learn how to improve your listening skills. Choose your words carefully, listen intently, and most of all, be present in the moment—because that's what master communicators do, and you can do it, too! More Tips Improving Listening SkillsFeatured photo credit: Mailchimp via unsplash.com

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