**Reduce Stress for Effective Listening Skills**

You Can Do It!

Being an effective listener takes energy. If you’re feeling stressed out or tired, take some time to rejuvenate and reduce your stress load.

1. Make your life regular.
2. Give yourself a break today.
3. Lighten up your load of social engagements.
4. Postpone making any changes in your living environment.
5. Reduce the number of hours you spend at work or school.
6. Maintain a balanced diet and avoid sugary foods.
7. Reduce your use of stimulants.
8. Avoid allergies.
9. Exercise and rest your mind.
10. Avoid tranquilizers and calmatives.

*Adapted from How to Survive Unbearable Stress by Steven L. Burns.*

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**Customer Service Series: Listening**

Chaffey College Classified Success Network

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It's everyone's responsibility!
Good customer service starts with you!

All staff and faculty at Chaffey have opportunities to practice active and mindful listening skills everyday. Effective listening can help to solve problems quickly, create positive interactions with customers, and promote cooperation. Next time you interact with a student, administrator or staff or faculty member, try practicing one or more of these listening skills.

Ten Effective Listening Skills
1. Give your undivided attention.
2. Maintain eye contact.
3. Concentrate on the speaker.
4. Open your posture to the speaker.
5. Gesture to demonstrate understanding.
6. Do not interrupt.
7. Take notes.
8. Rephrase what you hear.
9. Ask follow-up questions.
10. Be positive and helpful.

Empathy

Effective listening skills are enhanced by your ability to connect to others. Empathy is different than sympathy in that you listen to understand and share how someone is feeling rather than feel bad for the person.

Mindful Listening

Mindful listening is staying focused on the present, being aware of when your thoughts stray to the past or the future and bringing them back to the present, and accepting your current thoughts and feelings.

“A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outside in our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to do so.”

Mahatma Gandhi, a customer service guru