



MEMBER PROTECTION INFORMATION OFFICER TAKEAWAYS – EFFECTIVE LISTENING

- We spend 60% of our communication time listening
- We are losing our ability to listen
- It's hard to listen as the world has got very noisy!
- Conscious listening creates understanding
- There are five exercises to improve your listening:
 - SILENCE – 3 minutes a day of silence helps you 're-set' your ears!
 - THE MIXER – if you are in a noisy environment, listen to the channels of sound that you can hear. How many different sounds are there?
 - SAVOURING – enjoy mundane sounds
 - LISTENING POSITIONS – move yourself to a listening position
 - USE RASA – Receive (pay attention); Appreciate (make little noises like, 'um' or 'ok'; SUMMARIZE (use 'so' to summarize); ASK (ask questions afterwards)
- Try to be 'consciously listening' in your role as an MPIO