FREE PACK · INSIGHTS

Active listening card

Before, during and after: the seven moves that show someone they have been heard.

Before

- Is now a good time? If I can't give this my attention, I'll say when I can.
- Phone away, other tabs shut.
- Have I already made up my mind about this person or issue? Set it aside.

Four ways of listening

- **Waiting to talk** – hearing enough to reply.
- **For facts** – gathering what you need to solve it.
- **For meaning** – what this means to them.
- **For what isn't said** – pauses, changes of subject, what they keep coming back to.

During: seven moves

Move	What it sounds like
Leave a gap	When they stop, wait before you speak.
Use their words	"So the handover is the sticking point."
Guess the feeling out loud	"I'm guessing that was maddening. Am I close?"
Ask for an example	"Can you give me an example of when that happened?"
Follow what they return to	"That's the second time the rota has come up. Shall we stay on it?"
Pull it together	"Here's what I've taken from this so far... What would you add?"
Ask what they want from you	"What would help most: me listening, thinking it through together, or doing something?"

After: a two-minute check

What did they say mattered most to them?

If you can't answer, you were listening for facts.

What did I do that helped them say more?

What will I do differently next time?

"Active listening" was coined by Carl Rogers and Richard Farson (1957). Card written by great{with}talent.

Does any of this sound familiar?

The organisations we work with rarely come to us asking for a survey. They come with something that is costing them money, time or people. These are the ones we hear most often.

MAKING MONEY

"We hire well on paper and still get it wrong in the role."
Personality, leadership and competency assessment matched to the job, so interviews test what matters and offers go to people who will perform. (FindingPotential)

"Our best people leave and we only find out why afterwards."
Exit intelligence in the leaver's final weeks: what was avoidable, who would come back, and what to change first. (LastOpinion)

"Leaders get feedback once a year and nothing changes."
Forward-looking 360 feedback that lands as development rather than judgement, with the actions built in. (FeedForward)

SAVING MONEY

"Too many new starters are gone inside a year."
New-starter surveys at the points the first-year leak opens, so you act at three months instead of reading about it at exit. (OnBoarder)

"References take weeks and tell us nothing."
Automated referencing with questions that predict, most returned within 48 hours. (ReferenceExpert)

"We run an engagement survey and the results sit in a drawer."
Engagement reporting down to team level in plain English, with the three moves each team's own people chose. (WinningFormula)

SOLVING PROBLEMS

"The board wants evidence on culture, conduct and speaking up."
A confidential always-on channel and a harassment-prevention audit that give you the evidence before a regulator asks for it. (SafeSpace)

"We publish an inclusion statement and cannot show whether it is true."
Inclusion measured at every stage from hire to exit, so you can see where the experience differs and act on it. (ED&I)

"We have the data and cannot turn it into a decision."
Twenty years of UK benchmark data and analysts who turn results into a board paper, not a dashboard. (Workforce intelligence)

Who we are

great{with}talent is a UK workforce-intelligence consultancy, founded in 2003. We help organisations hire better, keep people longer, improve leadership, strengthen inclusion and reduce workplace risk, with a connected set of tools that turn employee data into clear, fast action across the whole employee lifecycle. Independent, GDPR-compliant and Cyber Essentials certified, hosted on Microsoft Azure.

Not on the list? It will not always be. If you are working on something you think we might be able to help with, drop us a note describing what you are trying to do and we will come back to you.

On the list or not, let's talk.

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