



Safety Message of the Day for IMEA Members



Active Listening Safety Message

The ability to effectively listen is important in every area of our lives. From attending school, to maintaining relationships, to learning at work, the ability to listen and receive the messages being conveyed to you is critical. Unfortunately, research shows that the majority of individuals only capture between 25% to 50% of a verbal message. One way to help to ensure that you are improving your ability to listen is to practice the skill of **active listening**.

What is Active Listening?

Active listening is exactly what it sounds like; taking the time and energy to actively listen what is being said instead of just "passively hearing" what a person is saying. It takes concentration and practice to become skilled at active listening. This is especially true if you are not a good listener to begin with.

How Can Active Listening Make You a Safer Worker?

Think about how much time is spent verbally communicating information to you at work in a day's time. Multiply that time over one year or a decade in the workplace. Now think about the statistic mentioned above that the average individual only retains 25% to 50% of a message that is being spoken.

1. How much critical information are you missing due to not being an effective listener?
2. How much of the information being verbally communicated has to deal directly with information about how to safely perform work.

Summary

Every distraction, like a buzzing phone or thinking about an argument you just had, can affect whether or not you are giving full focus to someone communicating a message to you on the job. Becoming an active listener is critical to being able to work safely. Missing a message or piece of information can make the difference in whether or not you or a coworker is injured on the job.

Discussion points:

1. What are some actions we can take to become better listeners?
2. Do you find yourself missing part of a message from not paying attention?