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## Exercise: Listening without Interrupting

Negative emotions in the workplace can arise because workers feel that their opinions and ideas are not being heard and appreciated. In contrast, workers who believe that managers value what they say can be much more likely to maintain positive emotions (and exemplary productivity). Important to success in this area is effective listening, which begins with **listening without interrupting**.

Often, if we wait long enough during an exchange, we will receive the answers to our questions. But all too often, particularly when facing workplace demands, we tend to want to rush to obtain answers, and we spend more time talking than listening. Simply pausing and listening to others can be extremely helpful in terms of gathering information and building a connection with workers.

**Actively practice pausing and listening without interruption to what others have to say. Resist the urge to ask a question or share an idea. Be comfortable with pauses. Avoid invalidating another person's efforts to communicate by assuming you know what they're going to say before they have finished their sentence. If you catch yourself interrupting, don't let that derail your task. Just apologize for the interruption and resume listening intently.**