

Attentiveness

A brief guide

‘Attentiveness is the undivided attention that one person provides to another’.

Attentiveness is the single most important behaviour in building and sustaining personal performance, psychological wellbeing, commitment of others in you, trust of others in you, and your personal status in the eyes of others.

Attentiveness expands your skills, knowledge and experience beyond expectations; builds and sustains your resilience, tolerance and determination enabling great achievements and inner strength against adverse events.

5 rules of attentiveness

Rule 1 – **attitude.**

Understand that every moment of your life is a moment to learn something new. Understand that you learn most from other people. Understand that everyone has something to tell and teach you. Pay attention to what every single person you meet has to say.

Rule 2 – **concentrate.**

Concentrate hard on what people say to you. Always try to ask questions. This will draw people to you and enable you to focus on the answers. Ask for explanations, examples, experiences, references.

Rule 3 – **behaviour.**

Demonstrate your interest in the other person by communicating effectively. Always be courteous, polite, encouraging, complementary, empathetic, inquisitive, persistent, and check your understanding of what is being said. Ask for responses to your questions. Do not talk about yourself.

Rule 4 – **body language.**

Act openly with arms gesturing engagement. Smile, nod, but above all maintain regular eye contact all the time. Maintain physical closeness, but just outside the person’s personal space.

Rule 5 – **language.**

Adopt the language and tone that conveys wisdom and interest; use a calming tone but with quiet authority. Adopt language that shows your attentiveness by continuing the conversation with questions. Demonstrate your attentiveness with humour, intellectual flexibility, openness, assertiveness, clarity. Part with good wishes and a desire to engage in a conversation again.

