Mindful... Communication and Listening Skills

Effective communication begins with mindful listening—being fully present, attentive, and open in each interaction. By sharpening listening skills, USPS employees can improve teamwork, reduce misunderstandings, and create a more respectful and efficient workplace.

In a busy, fast-paced workplace like the USPS, it's easy to focus on tasks and overlook the quality of our communication. Mindful listening helps ensure that every message—whether from a customer, coworker, or supervisor—is heard, understood, and responded to with care.

By practicing these skills, USPS employees can strengthen communication, reduce tension, and create a more supportive, connected workplace.

Key Listening Skills for USPS Employees:

- **Be Fully Present:** Eliminate distractions—put down devices, pause other tasks, and focus on the speaker.
- **Listen Without Interrupting:** Let the other person finish their thought before responding.
- **Use Positive Body Language:** Nod, maintain eye contact, and show engagement and attentiveness.
- **Reflect and Paraphrase:** Repeat back or summarize what you heard to confirm understanding.
- **Ask Clarifying Questions:** If something is unclear, ask respectfully.
- **Stay Open and Non-Judgmental:** Listen without immediately forming opinions or preparing your reply. Be open to the other person's viewpoint.
- **Acknowledge Emotions:** Recognize and validate the speaker's feelings, especially during stressful or emotional conversations. Example: "I understand that this delay has been frustrating."
- **Respond Thoughtfully:** Take a moment to consider your response. Aim to be clear and respectful.

For additional guidance on mindful communication—speaking and listening in a way that benefits yourself and others—reach out to the EAP or visit **EAP4YOU.com.**