

Janitorial Safety Tip Sheet

A series of health and safety tips to prevent work-related injuries in the janitorial industry



How to be an Active Listener

Issue 8, Volume 1

Undivided Attention

When communicating with workers give them your complete undivided attention.

- Do not interrupt your co-worker when they are speaking.
- Ask clarifying questions



Paraphrase

To reduce miscommunication paraphrase statements.

Summarize comments to show you are listening

- Example: “So if I’m hearing you correctly, you’re saying...?”
- “What I’m hearing is...”



Body Language

Be aware of your body language.

- Smile.
- Maintain good eye contact.
- Keep a friendly stance by unfolding your arms.
- Nod your head to show you are listening.



Be curious

Ask open-ended questions, such as:

- “How would you like me to solve the issue?”
- “How did you feel when that happened”



Minimize distractions

Give them your full attention.

- Avoid looking at your phone or the clock/watch
- Suggest a new time to discuss work questions or issues



Quick Tips for Active Listening

Do	Don't
Listen more than talk	Dominate the conversations
Let the speaker finish before you respond	Interrupt
Asks open-ended questions	Finish the speakers sentences
Be aware of your biases	Jump to conclusions
Be attentive to ideas and problem-solving opportunities	Respond with blaming or accusatory language
Give verbal and non-verbal messages that you are listening	Become argumentative
Listen for both feelings and content	Demonstrate impatience or multitask