

2026 A Year of CLEAR - Listening

Micro Practices & Conversation Guide

I Am Here

Why Listening?

Listening is about making people feel safe, valued, and confident to speak. Most of us stop listening within seconds when under pressure. Not because we don't care. Because we are overloaded, distracted, or preparing our reply. Listening begins with awareness. And a pause before responding.

Micro-Practices for Me

- I Am Here Self-check first. How am I feeling right now?
- Notice the urge to interrupt.
- Take one breath before responding.
- Move up one level of listening. From solve...to understand
- Ten seconds of real presence can change a conversation.

Micro-Practices with My Team

- Start meetings with a light check-in.
- Let silence do some work.
- Reflect back one key phrase you heard.
- Thank people for speaking up, especially when it's hard.
- Reduce distractions. One screen One conversation
- Listening builds safety.

CLEAR



COMPASSION LISTENING EMPATHY ACCEPTANCE REAL

Conversation Guide

Try I'm listening.
That make sense.
Tell me more?

Avoid Interrupting
Comparing stories
Minimising

Presence matters more than perfect words.

Pause & Reflect

Where or why does your listening drop most often. Pressure? Speed? Virtual Meetings? Emotion? What is one small shift you can practice this week?

Help & Support

If a conversation opens something bigger, connect with an I Am Here Ambassador, or access an available wellbeing support. You don't have to carry it alone.

It's ok not to feel ok; and it's absolutely ok to ask for help.