EMPLOYEE ASSISTANCE AND WORKLIFE
SOLUTIONS

DECEMBER 2026



– Active listening goes beyond hearing words.



Create Connection Through Conversation

– Ask open-ended questions.

– Avoid interruptions.



Listen to Understand.

Interact with Empathy.



Meaningful conversations are one of the most powerful ways to strengthen relationships, reduce misunderstandings, and build a sense of connection. Whether you're speaking with family, friends, neighbors, or colleagues, strong communication skills can help create an environment where people feel heard, respected, and valued.





Listen to Understand.





Tell us about your EAP experience!

Listen to Understand

Good communication starts with listening. Active listening goes beyond hearing words. It involves giving your full attention, asking thoughtful questions, and seeking to understand another person's perspective before responding. When people feel heard, trust grows, and conversations become more productive.

Start by:

- Listening without planning your response
- Limiting disruptions and focusing on the speaker
- Asking open-ended questions that encourage discussion
- Avoiding interruptions or rushing to offer solutions
- Reflecting back what you heard to confirm understanding

Interact with Empathy

Empathy helps people feel seen and understood. Taking a moment to consider another person's experiences, emotions, or challenges can improve communication and strengthen relationships.

Practice:

- Acknowledging feelings without judgment
- Showing curiosity about another person's perspective
- Choosing words that are respectful and supportive
- Responding with patience, even during difficult conversations

Notice What's Not Said

What we communicate is often influenced by how we communicate it. Tone of voice, facial expressions, body language, and other nonverbal cues can reinforce a message or unintentionally send a different one.

Try:

- Maintaining eye contact
- Using open and welcoming body language
- Pausing to consider how your tone may affect your message
- Noticing nonverbal cues from others and responding thoughtfully

Every conversation is an opportunity to build connection. By listening intentionally, paying attention to nonverbal communication, and responding with empathy, we can build stronger relationships and more meaningful interactions.





Communication is a skill that can be learned.



24 HOURS A DAY 800-222-0364 FOH4YOU.COM

Nonverbal Communication



December 9, 2026

1–2 p.m. E.T.

Your body language often speaks before you do. This webinar introduces you to the world of nonverbal cues and how they shape your interactions. In addition to demonstrating what different gestures and expressions can signal, we'll show you how to read others more accurately and become more aware of the messages your body sends. You'll also practice interpreting examples to build skills that support more confident, connected communication.

REGISTER

24 HOURS A DAY

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