**Why is active listening important in HR?**

An important ingredient that runs through all good communication is listening. Listening is a skill that can be practised and learned.

An essential human resources skill for leaders is the **ability to actively listen to others**. ... Active listening requires focused attention. It is not enough to listen and be focused on what people are saying. People need to know you are listening to them.

The goal of a listener is to fully understand the employee's experience and point of view.

HR professionals must be good listeners. Being a good listener makes or breaks a situation.

* Interviewing is a prime example.  It is crucial it is to bring the right people into organizations, so carefully listening when selecting a new staffer is critical. Being a good interviewer means being totally focused on listening to what the applicant says to make an informed decision on whether they will and have the skills to do the job.
* HR professionals must be good listeners when coaching or counseling employees.

During training sessions, an effective HR professional can have a direct bearing on how well employees learn new skills by making performance goals clear and designing employee training tools that are easy to understand and follow.

* Employees turn to the HR department when there is a problem with their job or they have a personal problem that could affect their job performance.
* Employees feel comfortable opening up when they sense that they are speaking to someone who cares. When HR professionals exude trustworthiness, it puts employees at ease and helps them feel confident that their concerns will be resolved.
* Good listening is an active process. It is not just being quiet until the other person stops talking so you can respond. Good listeners interact with the speaker and ask questions.
* Building a relationship of trust by listening to employees can act as a [key intrinsic motivator for workers.](https://www.ciphr.com/advice/how-can-you-improve-intrinsic-motivation/) Employees want to feel appreciated and valued at work, and listening to employees can help you do this.

Being transparent with employees is crucial to improving the relationship between HR and employees, and, as Godden said, “it is the companies that put employee listening first that’ll enjoy better productivity, performance and lower turnover.”