receptivity

willingness to consider or accept new suggestions and ideas

CareGivers of America Home Healthcare Services

Being receptive effectively means receiving knowledge, ideas, and inspiration from a variety of sources and inputs. It acknowledges all of the work that we do every day to process and make sense out of the signals that are around us all the time.

WHY IS RECEPTIVITY IMPORTANT IN THE WORKPLACE?

It allows you to look at different elements of feedback and making it into an enriching experience that promotes growth among those you communicate with. Receptivity is key to learning, improving and observing the sources behind change, innovation & value.

Receptivity is about opening to the verbal and non-verbal feedback of others, a skill that takes a lot of practice to learn and exercise habitually. **And can sometimes be tough, especially in the case of receiving constructive feedback**. If you fail to practice receptivity, you send the message, "*You're less than me… I'm superior…I know better than you and what I say, think or feel matters more.*"

3 PRACTICAL WAYS TO PRACTICE RECEPTIVITY

Mirroring

The first step is mirroring**,** a process in which you listen and mirror back the words of another. You might say, "If I heard you correctly, you said…" or "What I hear you saying is…" Mirroring demonstrates to the speaker, "*What you say is important and I hear the content of your words without judging you, blaming you, or finding solutions for you.*" You ask, "Did I get it all?" and "Is there more?" until the speaker has expressed fully.

Validating

Step two is validation**,** or letting the speaker know you understand *the logic behind their words.* To validate, you say, "*What you said makes sense to me because*…" or "*I can understand your point of view.*" When you validate, you stretch to understand the speaker's thought processes and rationale. Again, ask, "Did I get that right?" Validation is an advanced skill for effective relationships. You can only validate another person if you become more committed to understanding their viewpoint than expressing your own. And validation is not the same as agreeing or condoning. It is however setting aside your opinions and logic in order to understand their private logic. Validation is a demonstration of respect for the other person's unique, subjective interpretations, conclusions and beliefs.

Empathizing

Step three is **empathy** or expressing your best guess as to the *feelings* of another. Empathy is expressed when you say, "I can imagine you might be feeling…", filling in the blank with an emotion. Feelings are usually one word such as mad, sad, glad, scared, ashamed, lonely or guilty, to name a few. *To empathize with a speaker is to understand the feelings beneath their content and logic.* If you're saying, "I imagine you're feeling **that**…" you're probably stating an opinion or idea, not an emotion. Again, ask, "Did I get that right?" Many people neglect to notice the emotions present on the face of the speaker. Pay close attention to body language and facial expressions.

Highly successful people admit that they have much to learn, and they know how to open themselves to others who can show them the way — in all aspects of their lives.