

# Active listening: The key to communication and mental wealth.



In today's fast-paced automotive industry, where teams are often smaller and resources are limited, prioritising your wellbeing can be a challenge. Our [M]enable Moments guides are designed to assist you in navigating various aspects of mental wealth.

In our twelfth guide, Stephen Whitten, founder of [M]enable, discusses the benefits of active listening.

**In the fast-paced environment of a car dealership, stress and pressure can easily impact team dynamics and morale.**

**That's why active listening isn't just about improving communication—it's about supporting everyone's mental well-being.**

Active listening creates a space where people feel valued and understood, fostering trust and reducing workplace tension. Start by giving your full attention in conversations.

In a dealership, distractions are everywhere, but pausing to truly listen—whether to a team member sharing an idea or a colleague venting about a tough day—can make a world of difference.

Simple techniques like paraphrasing help clarify and validate what someone is saying. For example, if a teammate says, *"I'm feeling overwhelmed by the delivery delays,"* you might respond, *"It sounds like the delays are adding extra stress. How can I help lighten the load?"* This approach shows empathy and opens the door to solutions.

Asking open-ended questions further strengthens communication and mental well-being. Instead of a quick *"Did you finish the report?"* try, *"What challenges did you face with the report?"* This not only gets to the heart of the matter but also signals that their experiences matter.

Active listening also helps defuse tension during disagreements. Acknowledging emotions—*"I can see why this situation is frustrating."*—creates a pathway for resolution while ensuring everyone feels heard.

A dealership team that listens actively is more than just effective—it's connected and resilient. In such an environment, individuals feel supported, valued, and empowered, leading to better performance and greater job satisfaction.

**Try this:** Take five minutes today to check in with a colleague, practicing full attention and empathy. You might be surprised at how a small effort can nurture their mental well-being—and yours too.

For more information or help in your business, please get in touch at [action@menable.org](mailto:action@menable.org)

## About Stephen

Stephen Whitton was an Automotive Trainer, Speaker, Consultant, and Coach, known for his ability to captivate an audience on stage.

Despite his outward success, for many years he faced mental health challenges stemming from unresolved childhood trauma.

In 2020, he confronted these challenges head-on with the guidance and support of his inner circle.

This journey inspired the creation of [M]enable, an initiative focused on equipping leaders and businesses with tools to prioritise mental wellbeing in the workplace.

[M]enable fosters open discussions to promote a more empathetic, supportive, and resilient industry culture.

If you'd like to learn more or want help to embed mental wealth thinking into your business, please contact us via [www.menable.org](http://www.menable.org)

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