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## ***CHAPTER XXX***

### ***Empathic Listening in Organizational Communication: Putting oneself in the other person's shoe***

#### **XXX.1. Introduction**

A common cause associated with most of the organizational problems are linked to listening issues of managers. If leaders or managers actively question and listen to their employees, it encourages dialogue and debate within the organization and thereby the employees will be encouraged to perform (Garvin, Edmondson and Gino, 2008). But what happens within the organizations is, when employees take their problems to the managers, the managers only tend to listen briefly to what is said by the employees, where as they are very quick in proposing their own solutions. But sometimes these solutions proposed do not pertain to the actual problems encountered by the employees, and thereby make the problems worse. This