

Active Listening

MOBILITY IN BIAŁYSTOK, POLAND

4-8.04.2022



Erasmus+



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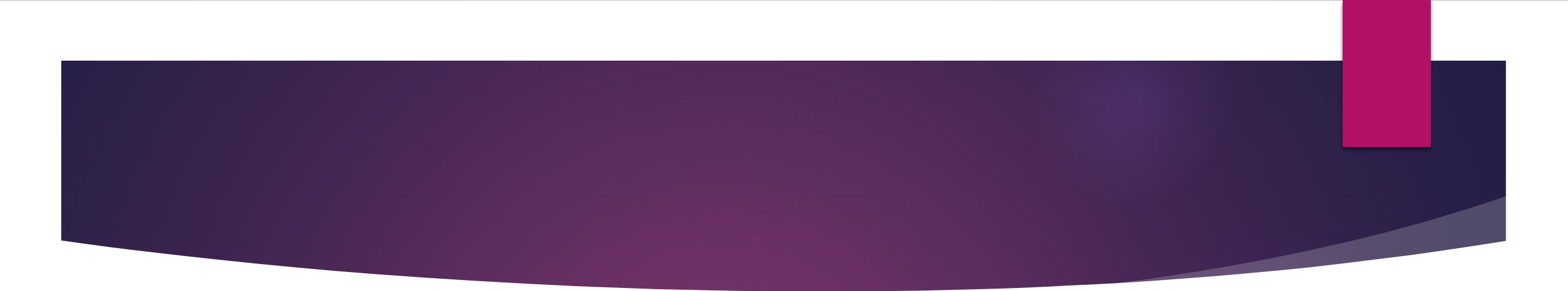
L = Look interested - get interested
I = Involve yourself by responding
S = Stay on target
T = Test your understanding
E = Evaluate the message
N = Neutralise your feelings



What is Active Listening ?

A word cloud centered around the word "Listen". The word "Listen" is the largest and most prominent, written in a bold, blue, serif font. Surrounding it are several other words in various colors and orientations, including green, purple, and blue. The words include "The Whole Body", "Eyes", "words", "Engage", "message", "feedback", "Actively", "information", and "communication". The words are arranged in a circular pattern around the central "Listen".

information
The Whole Body
Actively
feedback
Listen
message
Engage
communication
Eyes
words

- 
- ▶ **Active listening** is a communication technique used in counselling, training and conflict resolution, which requires the listener to feedback what they hear to the speaker by way of re-stating or paraphrasing what they have heard in their own words, to confirm what they have heard and moreover, to confirm the understanding of both parties.
 - ▶ **Active listening** is a skill that can be acquired and developed with practice. However, active listening can be difficult to master and will, therefore, take time and patience to develop.

Why listen?

- ▶ To obtain information
- ▶ To learn
- ▶ To understand
- ▶ To improve the ability to influence, persuade and negotiate
- ▶ To avoid conflict and misunderstandings

Why is active listening important?

- ▶ Active listening is important because it establishes a connection between speaker and listener. This allows for ease of interaction and ensures that messages are being related completely and properly.

Active listening

- ▶ **At work**
- ▶ **At home**
- ▶ **With friends**

Active listening at work

- ▶ It can help save time and money.
- ▶ It can help projects stay on time.
- ▶ It can help projects be delivered with what the customer (the teacher) expected the final product to be.

Active listening at home

- ▶ It helps strengthen family relationship.
- ▶ It can be done by helping each other to see things from a different point of view.
- ▶ If parents listen to their kids and kids listen to their parents, they both have a better idea of where each are coming from and the challenges they face and how they see things.

Active listening with friends

- ▶ It builds lasting friendships.
- ▶ Being able to actively listen to a friend makes the friendship stronger and builds trust.
- ▶ Understanding where your friend is coming from can help you relate to them if they're having a tough time with something.
- ▶ If you're working on a school project together, active listening can help solve project problems quickly and help it get done on time.

Five active listening techniques

- ▶ I – Pay Attention
- ▶ II – Show that you are listening
- ▶ III – Provide feedback
- ▶ IV – Defer Judgment
- ▶ V – Respond Appropriately

I – Pay Attention

Give the speaker your undivided attention and acknowledge the message.

Recognize that non-verbal communication also „speaks” loudly.

- ▶ Look at the speaker.
- ▶ Put aside distracting thoughts.
- ▶ Don't mentally prepare a rebuttall.
- ▶ Avoid being distracted by environmental factors, for example, side conversations.
- ▶ „Listen” to the speaker's body language.

II – Show that you are listening

Use your own body language and gestures to convey your attention.

- Nod occasionally;
- Smile and use other facial expressions;
- Note your posture and make sure it is open and inviting;
- Encourage the speaker to continue with small verbal comments like „yes”, „uh huh”.

III – Provide Feedback

Our personal filters, assumptions, judgements and beliefs can distort what we hear. As a listener, your role is to understand what is being said. This may require you to reflect what is being said and ask questions.

- ▶ Reflect what has been said by paraphrasing. "What I'm hearing is ..." and „Sounds like you are saying..." are great ways to reflect back.
- ▶ Ask questions to clarify certain points. "What do you mean when you say....", „Is this what you mean?"
- ▶ Summarize the speaker's comments periodically.

IV – Defer Judgement

Interrupting is a waste of time. It frustrates the speaker and limits full understanding of the message.

- ▶ Allow the speaker to finish each point before asking questions.
- ▶ Be empathetic and nonjudgmental.
- ▶ Don't interrupt with counter arguments.
- ▶ Avoid making assumptions.

V – Respond Appropriately

Active listening is a model for respect and understanding. You are gaining information and perspective. You add nothing by attacking the speaker or otherwise putting him or her down.

- ▶ Be candid, open and honest in your response.
- ▶ Assert your opinion respectfully.
- ▶ Treat the other person in a way that you think he or she would want to be treated.

Key points

- ▶ It takes a lot of concentration and determination to be an active listener. Old habits are hard to break and if your listening skills are as bad as many people's are, then there's a lot of habit-breaking to do.
- ▶ Be deliberate with your listening and remind yourself frequently that your goal is to truly hear what the other person is saying. Set aside all other thoughts and behaviours and concentrate on the message. Ask questions, reflect and paraphrase to ensure you understand the message. If you don't, then you'll find that what someone says to you and what you hear can be amazingly different.
- ▶ Start using active listening techniques today to become a better communicator, improve your workplace productivity and develop better relationships.

How to become a great listener with active listening

ACTIVE LISTENING
HOW TO BE A
GREAT LISTENER




Active listening

Active Listening
 When we listen actively we make an effort to understand what we hear.

Sounds like: I listen quietly
 I ask questions
 I answer questions

Looks Like: I sit up straight
 I raise my hand to speak
 I don't fidget with distracting items

Feels Like: I understand
 I know what's going on
 I'm a part of the group.
 It feels GOOD!

Looks like	Sounds like	Feels like
		
<ul style="list-style-type: none"> • Teamwork • One person speaking at a time • Looking at the speaker • Eye contact • Nodding • Straight backs, shoulders back • Hands on desk • Bottom glued to chair 	<ul style="list-style-type: none"> • One idea shared at a time • Talking back and forth • Questions being asked • People discussing what is right or wrong • People building off of one another's ideas • "Uh huh" • "Yes, I understand" • "Can you explain that in another way?" • "Can you repeat what you just said?" 	<ul style="list-style-type: none"> • You are being heard • An interesting discussion • Safe space for challenging one another's ideas • Proud • Feels awake

Active Listening

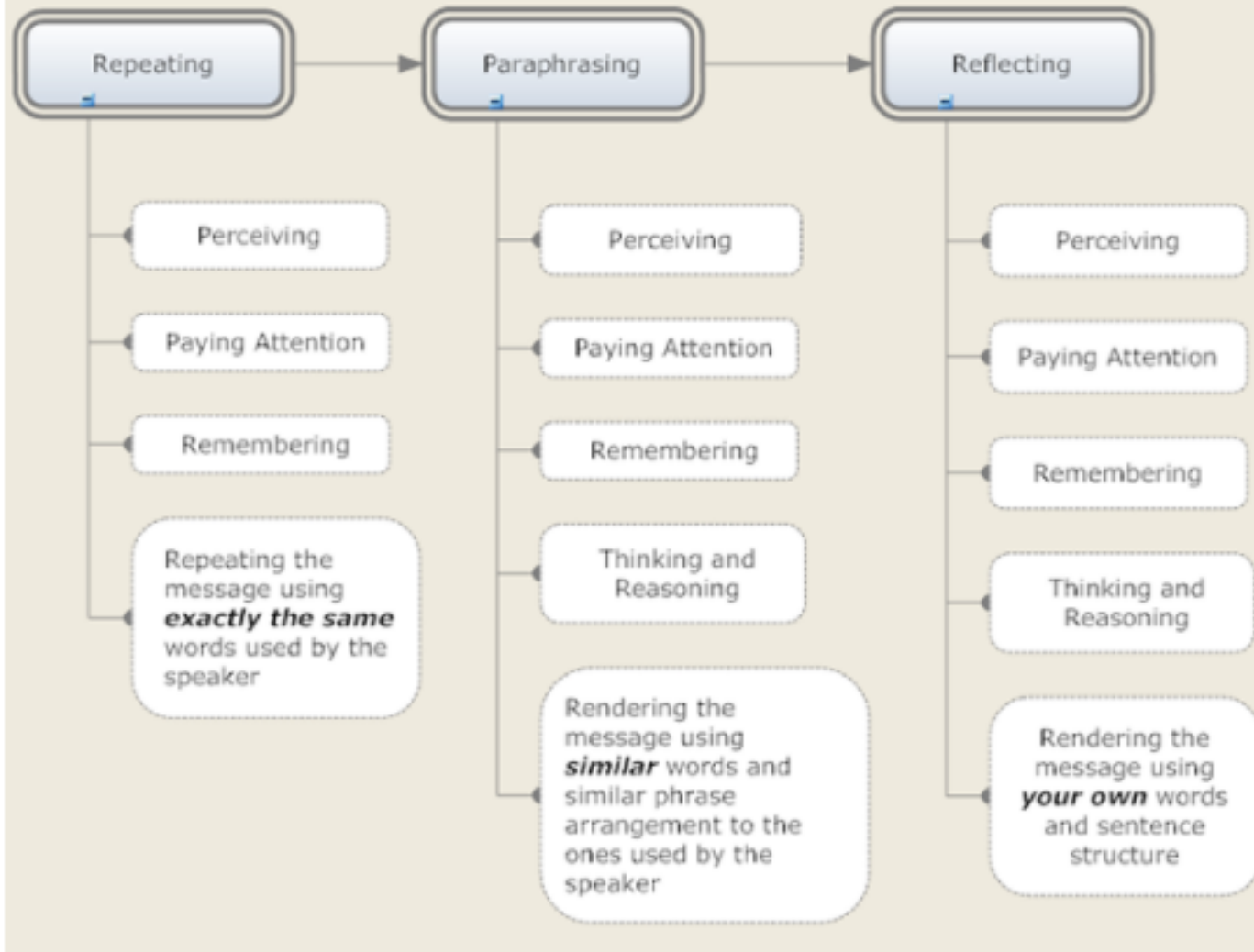
Looks like...

- eyes are at the speaker.
- listening to the speaker.
- bodies are still.
- criss cross.
- thinking and focusing.
- wait your turn.
- raise your hand

Sounds like...

- calm and peaceful, quiet
- no noises.
- one voice at a time
- relates to the conversation

Degrees of Active Listening



ACTIVE LISTENING SKILLS

BCER

A simple workflow to remember your active listening skills!

BCER



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▶ Thank you