ACTIVE LISTENING

THE KEY TO EFFECTIVE COMMUNICATION
Active listening refers to a pattern of listening that keeps you engaged with your conversation partner in a positive way. It is the process of listening attentively while someone else speaks, paraphrasing and reflecting back what is said, and withholding judgment and advice.
HEAR WHAT PEOPLE ARE REALLY SAYING

Listening is one of the most important skills you can have. How well you listen has a major impact on your job/academic effectiveness, and on the quality of your relationships with others.

For instance:

- We listen to obtain information.
- We listen to understand.
- We listen for enjoyment.
- We listen to learn.
ARE YOU LISTENING? NOPE
PAY ATTENTION

Give the speaker your undivided attention, and acknowledge the message. Recognize that non-verbal communication also "speaks" loudly.

- Look at the speaker directly.
- Put aside distracting thoughts.
- Don't mentally prepare a rebuttal!
- Avoid being distracted by environmental factors. For example, side conversations.
- "Listen" to the speaker's body language.
SHOW THAT YOU'RE LISTENING

Use your own body language and gestures to show that you are engaged.

- Nod occasionally.
- Smile and use other facial expressions.
- Make sure that your posture is open and interested.
- Encourage the speaker to continue with small verbal comments like yes, and "uh huh."
PROVIDE FEEDBACK

Our personal filters, assumptions, judgments, 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 on what is being said and to ask questions.

- Reflect on 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.
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.
- Don't interrupt with counter arguments.
Be candid, open and honest in your response. Assert your opinions respectfully. Treat the other person in a way that you think they would want to be treated.

Active listening is designed to encourage respect and understanding. You are gaining information and perspective. You add nothing by attacking the speaker or otherwise putting her down.

- Be candid, open and honest in your response.
- Assert your opinions respectfully.
- Treat the other person in a way that you think they would want to be treated.
KEY POINTS

There are five key techniques you can use to develop your active listening skills:

1. Pay attention.
2. Show that you're listening.
3. Provide feedback.
4. Defer judgment.
5. Respond appropriately.

Start using active listening techniques today to become a better communicator, improve your workplace/academic productivity, and develop better relationships.
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REFERENCES:
https://www.mindtools.com/CommSkll/ActiveListening.htm