



# ACTIVE LISTENING

***Active listening is a learning event and an effective communication experience.***

## **PURPOSE:**

Active listening is a habit and an effective communication tool which helps the person involved in the conversation to clearly understand and be understood. Active listening is about focusing in on the person who is speaking. An active listener needs to focus their full attention on the person who is speaking. Active listening is about understanding, not necessarily agreeing. Active listening can be demonstrated by doing the following:

## **ASKING GOOD QUESTIONS**

- Clarify meanings (shared meanings) I heard you saying that you enjoyed learning about playing spin bowling.
- Learn about thoughts, feelings and wants. Tell me more about your ideas regarding playing spin bowling.
- Encourage elaboration. What happened next? How did you go about getting that to happen?
- Encourage discovery. What other options were there?
- Gather facts and details. What were you doing before you learnt about this during the session?
- Ask for clarification. I'm not sure what you mean. Please can you tell me about that again.
- Check tone of voice for sincerity. Be genuine in your tone of voice and body language. Do not be condescending, sound bored or frustrated.
- Show interest. Tell me more about that. I understand, keep going.
- Use open ended questions. These allow for a variety of responses
- Don't give advice until asked for it. What are some options? What do you think should happen?

## **EMPATHISE**

Being empathetic shows you are able to put yourself in the other persons shoes. To empathise you must put aside your perception of the situation for the moment and accept what the speaker is telling you.

- Show you are really trying to understand the words and ideas
- You don't have to agree to be empathetic
- Your body language and tone of voice will match
- Your tone of voice and feelings match
- You do not impose your feelings, thoughts and ideas throughout the conversation
- You refrain from immediately giving advice or your point of view
- You can be tired after listening as it takes energy

## **LISTEN NON - JUDGEMENTALLY**

- Don't react to what is said in a confrontational manner
- Do not disagree with what is being said
- Do not interrupt
- Do not finish the sentence of the speaker
- Be patient
- Your body language and tone of voice match
- Your tone of voice and feelings match

## **PARAPHRASING - RESTATING**

- Ensures the message has been clearly understood
- Helps draw out more information
- Helps the speaker know that they have been heard and that you are interested
- Acts as an opportunity for the speaker to make corrections

## **RESULTS**

Active listening takes time and practice

Each succeeding conversation usually becomes easier

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