



Unlocking the Power of Active Listening

This session will explore the importance of active listening, its core elements, and practical techniques to enhance communication.

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What is Active Listening?

Engaging with the Speaker

Actively paying attention to the speaker's message, understanding their perspective, and providing feedback.

Beyond Passive Listening

Going beyond simply hearing words, actively processing and responding to the speaker's message.





Benefits of Active Listening

1

Stronger Relationships

Building trust and understanding through genuine communication.

2

Reduced Misunderstandings

Clarifying information and ensuring everyone is on the same page.

3

Increased Trust

Demonstrating respect and empathy through active listening.





Core Elements of Active Listening

Paying Attention

Focusing on the speaker without distractions, minimizing interruptions.

Showing You're Listening

Using body language like nodding, maintaining eye contact, and leaning forward.

Providing Feedback

Summarizing, paraphrasing, or asking clarifying questions to demonstrate understanding.

Deferring Judgment

Avoiding interruptions or forming opinions until the speaker has finished.



Barriers to Active Listening



Physical Barriers

Noise, distractions, or environmental factors that impede focus.



Psychological Barriers

Prejudices, assumptions, or emotions that cloud judgment.



Cognitive Barriers

Being preoccupied with personal thoughts or multitasking, hindering attention.



Cultural Barriers

Misunderstandings due to cultural differences in communication styles.





Active Listening Techniques

1

Empathic Listening

Trying to understand the speaker's emotions and perspective.

2

Reflective Listening

Reflecting back what you've heard to ensure understanding.

3

Questioning

Asking open-ended questions to encourage deeper understanding.





Practice Active Listening

1

Listening Pairs

Role-play scenarios to practice active listening techniques.

2

Debrief

Discuss challenges and benefits of applying active listening in real-life situations.

Active Listening in the Workplace



Reflection and Wrap-up

1

Personal Reflection

Reflect on what you've learned and identify areas for improvement.

2

Action Plan

Create a plan to implement active listening techniques in daily life.

3

Q&A

Open the floor for any final questions or discussion.



Key Takeaways

1

Active Listening is Essential

For effective communication and building strong relationships.

2

Practice Makes Perfect

Develop active listening skills through consistent practice.

3

Apply Techniques

Use active listening techniques in all aspects of your life.



Reference Links

- MindTools - Active Listening Skills: How to Listen Actively in Communication

Link: [MindTools Active Listening](#)

- VeryWellMind - Active Listening: The Key to Better Communication

Link: [VeryWellMind Active Listening](#)

- The Center for Creative Leadership - The Power of Listening

Link: [CCL Listening Skills](#)

- Harvard Business Review - The Art of Listening

Link: [HBR Listening](#)

- The Listening Skills Handbook - A Practical Guide to Active Listening

Link: [Book Reference](#)

