

Unlocking the Power of Active Listening

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





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

Stronger Relationships

Building trust and

understanding through
genuine communication.

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.

Providing Feedback

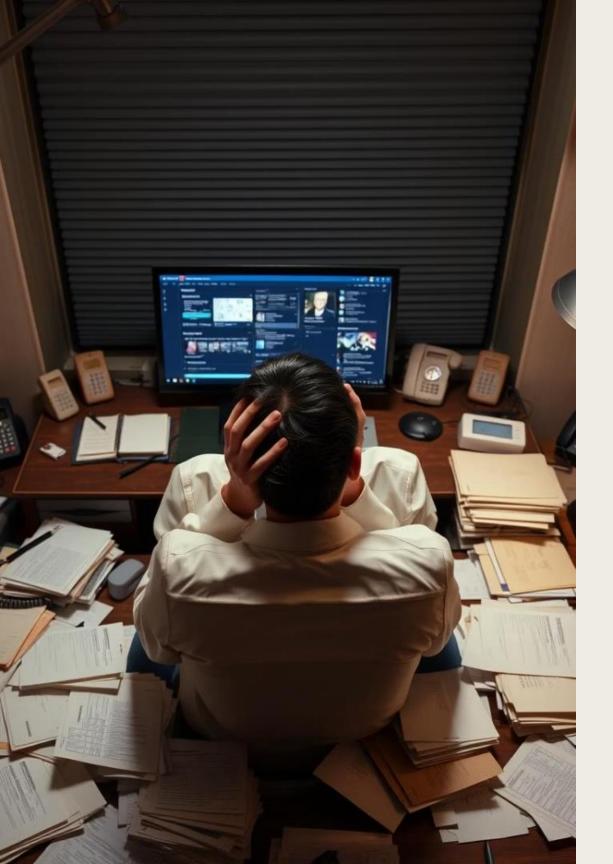
Summarizing, paraphrasing, or asking clarifying questions to demonstrate understanding.

Showing You're Listening

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

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

Empathic Listening

Trying to understand the speaker's emotions and perspective.

Reflective Listening

Reflecting back what you've heard to ensure understanding.

____ Questioning

Asking open-ended questions to encourage deeper understanding.





Practice Active Listening

Listening Pairs

Role-play scenarios to practice active listening techniques.

Debrief

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



2

Active Listening in the Workplace

Case Study

Analyze a workplace conflict or miscommunication due to poor listening.

Group Analysis

Develop solutions using active listening techniques.

Discussion

Compare solutions and highlight effective strategies.

3



Reflection and Wrap-up

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

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

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

