

## **LISTENING TO TALKS**

Actively listening to others talking during a conversation is an important component of communication. It is not enough to simply state one's opinion clearly and lucidly. Listening to what the other individual has to say and understanding him helps a person while communicating. If a person does not pay attention to or even does not allow others to speak, in such cases, there is no communication in the truest sense of the word. Actively listening helps avoid confusion and the message is properly delivered to the intended individual. Otherwise, if a person is not actively listening, he or she may not be able to understand or even fail to grasp the complete information.

### ***THINGS TO BE FOLLOWED WHILE LISTENING***

1. Paying attention
2. Attempt to understand the other person
3. Not be thinking about something else
4. Indicating to the speaker that you are actively listening
5. Not interrupting the speaker
6. Politely asking a question or requesting to repeat
7. Looking for non-verbal cues such as facial expressions to grasp the mood of the conversation
8. Provide feedback indicating that you have understood

***BENEFITS TO BUSINESS***

1. Better communication between employees
2. Better communication between business and its clients
3. Better communication between employees ensures the exchange of ideas good for business
4. A business runs efficiently when there is the least confusion among the employees
5. Mistakes are avoided
6. Messages are directly conveyed when compared to paperwork

***TIPS TO PRACTICE LISTENING***

1. Ignore using the phone/electronic devices
2. Try not to think about some other topic
3. Do not make sudden movements and try to make maximum eye contact
4. Do not make any bodily gestures that might make the speaker feel that you are not interested to listen to him/her.
5. Do not judge based on the other person's statements
6. Be patient
7. Try mentally repeating what the speaker is saying
8. Speak only when the speaker has paused