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BSc Degree

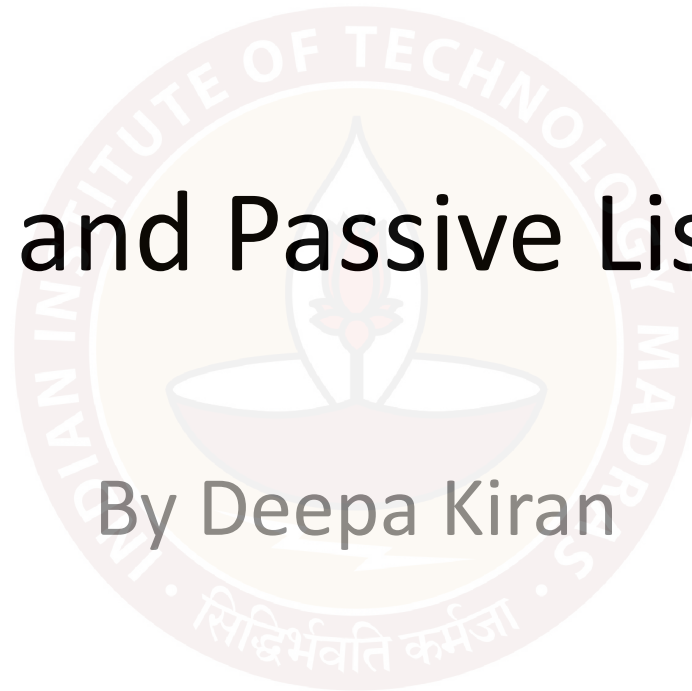
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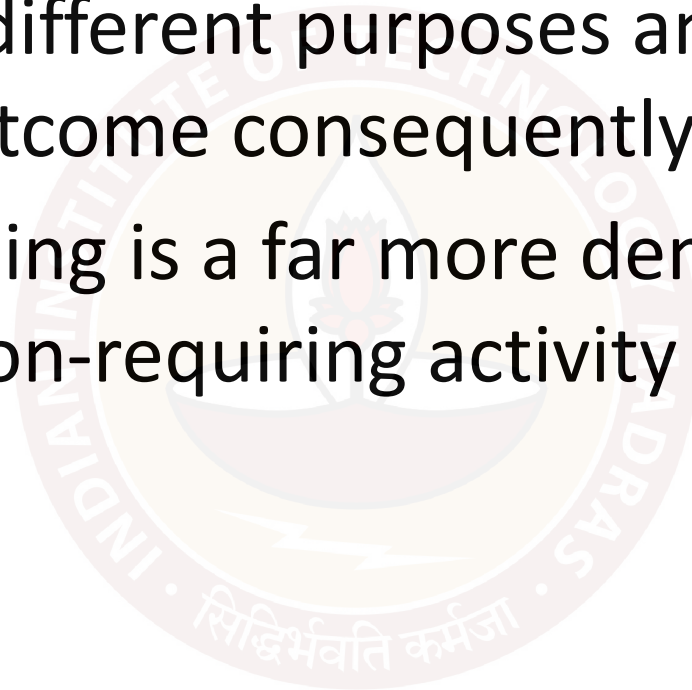
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Active and Passive Listening

By Deepa Kiran



- Both serve different purposes and have a different outcome consequently
- Active listening is a far more demanding and concentration-requiring activity



Passive Listening

- Passive listening can occur in situations such as :
 - Disinterest in the topic
 - Speaker style of presentation is not engaging
 - Information being given by the speaker is not of any significance to the listener
 - Listener is preoccupied
 - Listener is distracted

Active Listening

- To listen actively it helps to learn to :
 - Cut off/ remove distractions from the environment
 - Set aside distractions from speaker behaviour/personal style
 - Listen without assumptions coming in the way of reception
 - Listen with intent to openly receive and comprehend the speaker's content
 - Ask questions when doubts arise and wherever it is possible to ask. For example: difficult words, new terminologies etc.



THANK YOU