

Developing Listening Skills: active, passive, interpretive and critical listening

Thank you for
asking me being
your supporting
partner today!

let's make it
awesome!

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Let's start with 'Chinese Whisper'



Active Listening

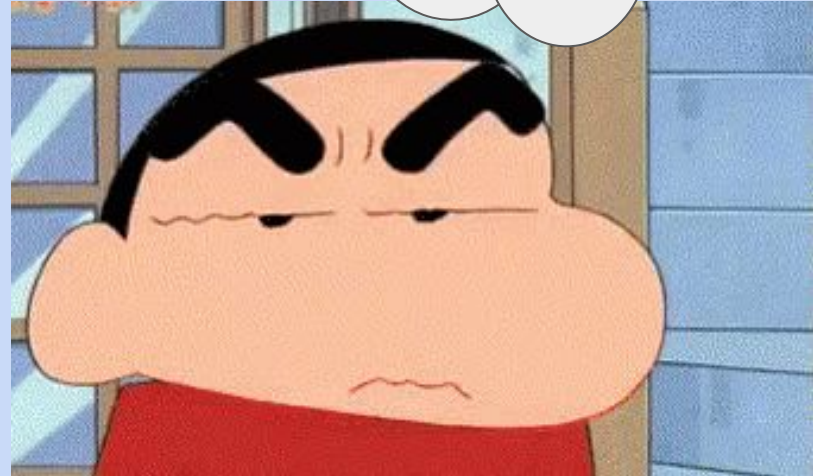
Active listening means giving full attention, showing interest, and ensuring understanding.

It involves both verbal feedback (asking questions, paraphrasing) and non-verbal feedback (nodding, eye contact, leaning forward).

The purpose is to understand accurately and build trust.

Example: In an interview, nodding and asking clarifying questions

eye contact!
mmm... you
mean like
this?



Examples

Classroom learning – A student repeats back key points of a lecture to confirm understanding.

Teamwork – During group projects, one member listens carefully, asks clarifying questions, and takes notes.

Role in Communication

Builds trust and clarity, ensures accurate understanding.

Example: In a hospital, a nurse who actively listens to a patient's symptoms can prevent serious errors.

Yess...we
are taking
notes to
con...



Storytime

Mmm I am
waiting



Passive Listening

Passive listening happens when a person hears words but does not give full attention.

The listener does not actively respond, interpret, or engage with the message.

Often occurs when the listener is distracted, tired, or only half-interested.

Role in Communication

Passive listening often leads to misunderstanding, missed details, or feelings of being ignored.

Example: If a manager gives instructions and employees passively listen, the work may be done incorrectly.

Examples:

Background noise – Listening to music while working on an assignment; you hear it, but you're not focused.

Daydreaming in class – A student hears the teacher's voice but doesn't process the meaning.

Scrolling phone while someone speaks – You may catch fragments, but your mind is elsewhere.

“Wow! What a great day!

Lecture in
the morning!
Oh yes!
Indeed a
great day!



Interpretive Listening

Interpretive listening involves going beyond the words **to understand emotions, meanings, and intentions.**

The listener tries to grasp what is not directly said — **tone, context, and hidden feelings.**

Requires empathy and sensitivity.

Example: Friend says, “I’m fine.” but sounds upset.

Detecting irony – Someone says “Wow, what a great day!” in a frustrated tone after a bad event.

Or a friend says “I’m fine” but with a trembling voice; you interpret that they’re upset.

Role in Communication

Helps in building empathy and deeper understanding.

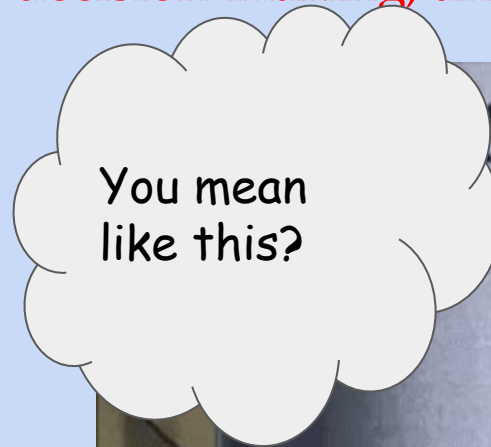
Example: In leadership, interpretive listening allows a manager to recognize unspoken employee concerns and address them before they escalate.

Critical Listening

Critical listening means **analyzing and evaluating** what is being said.

The listener judges the **message's accuracy, logic, and reliability.**

It is commonly used in **debates, decision-making, and when receiving persuasive messages.**



Examples:

Advertisement – A student listens to a beauty product ad and asks, “Is this scientifically proven or just marketing?”

Political speech – An audience member questions whether the politician’s promises are realistic.

Academic lecture – A student evaluates the strength of arguments and checks if evidence supports the claim.

Role in Communication

Encourages rational decision-making and prevents manipulation.

Example: A critical listener in business negotiations ensures the deal is fair by questioning vague or biased statements.

The Role of Listening in Communication

Active listening = Strengthens communication by ensuring clarity and trust.

Passive listening = Often weakens communication.

Interpretive listening = Deepens communication through empathy and understanding.

Critical listening = Improves communication by enabling judgment and informed choices.

I had a great time
with you all.
See you
somewhere online
when you scroll 🤪

