

**I****Errors in Prepositions**

**Correct the following sentences where necessary:**

1. Ramesh entered ~~into~~ the room.
2. The father distributed the property among the 2 sisters.
3. She discussed ~~about~~ the subject.
4. They ordered ~~for~~ coffee.
5. The exams begin from Monday.
6. She wrote the exam with ink.
7. They have been living in Hyderabad ~~from~~ 1999. *Since*
8. The old man was cured from malaria.
9. She explained me the matter in detail.
10. The old woman parted from her money.

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**II**

11. The meeting is on next Saturday.
12. The old woman parted with her children.
13. They replied him yesterday.
14. Open your book on page 85.
15. She is angry at him.
16. We agreed to them.
17. The novel comprises of 540 pages.
18. She described about the movie.
19. We prefer coffee than tea.
20. She is different than her brother.

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**III**

21. This novel consists 450 pages
22. She resembles to her dad.
23. Right now, I cannot comply to your request.
24. They prevented her to sing.
25. He is prohibited to participate in the meeting.
26. The property was shared between 3 brothers.
27. They are anxious of her health.
28. He said it word by word.
29. She picked up a quarrel with him.
30. She picked a flower in the garden.

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**IV**

31. We should refrain to do evil.
32. I paid the amount by cash.
33. The meeting is from 10 am and 5 pm
34. The man jumped in the river.
35. The doctor proscribed the patient to take sugar.
36. They congratulated him for his success.
37. The exams commence from December 7th.
38. He wrote the exam with ink.
39. Sunand wrote the exam in an ink pen.
40. The old man died from malaria.

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**V**

41. He is suffering with fever.
42. They have been living here from 2001.

43. My neighbors have been living here for 24 years.
44. She poured tea in the cup.
45. We paid the amount in card.
46. The meeting is between 9 am to 4 pm.
47. They described about the project to us.
48. They live opposite to our house.
49. He lives in upstairs.
50. Finally, he went to home.

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### Articles (a, an, the)

**Correct the following sentences where necessary:**

I      *the*

1. He is ~~richest~~ CEO in India.
2. Bhagvad Gita, Ramayana, ~~the~~ Quran, Bible are holy books.
3. He wore ~~a~~ uniform.
4. They saw ~~a~~ one-eyed man.
5. He gave ~~a~~ orange, ~~a~~ apple to the old man.
6. It is ~~a~~ one-rupee coin.
7. It is ~~a~~ unique incident in history.
8. He gave me ~~a~~ umbrella.
9. He reads Hindu every day.
10. They read Times of India daily.

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II      *the*

1. French are a brave people.
2. English ruled the whole world.
3. English language is a global language.
4. The English is a global language.
5. We traveled by Rajdhani Express.
6. The concert took place in Salarjung Hall.
7. Millions of people worship sun, moon, earth.
8. We should help poor, weak, and blind.
9. They went to ~~a~~ university for higher studies.
10. The lunch is not ready.

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III

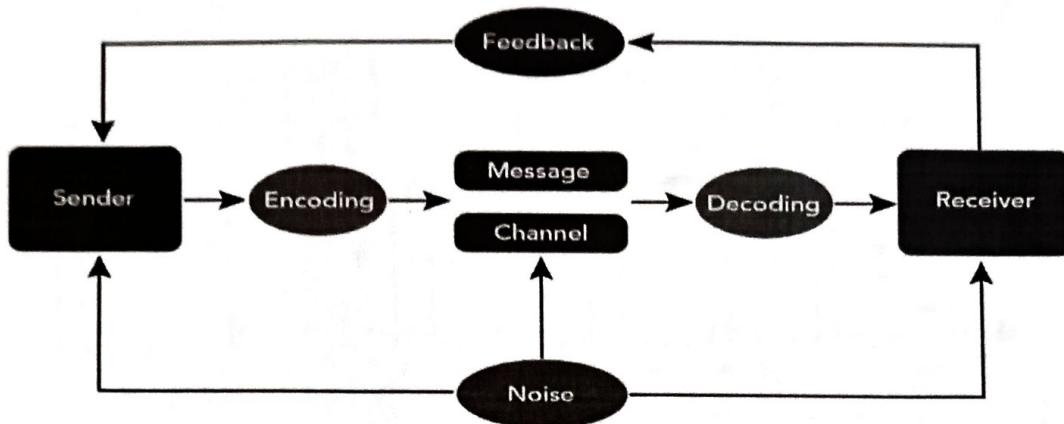
11. Higher you go, cooler ~~the~~ you feel.
12. More you work hard, ~~the~~ more you will succeed.
13. Please read second chapter.
14. Please read ~~the~~ chapter three.
15. They came in morning.
16. The incident took place in afternoon.
17. The secretary and president were present in the meeting.
18. The secretary and ~~the~~ president is present in the meeting.
19. Please deposit your cheque in bank of Baroda.
20. Have you read Frontline?
21. The President and secretary were present in the meeting.
22. The President and the secretary was present here yesterday.
23. The singer and ~~the~~ dancer have come here.
24. The singer and ~~the~~ dancer has just left.
25. Everest is highest peak in the world.
26. It is ~~the~~ most unique work.
27. The family lives in U.K.
28. This novel is better of two.
29. She is the taller of two ~~sisters~~.
30. He is ~~the~~ richer of the two brothers.

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a should be used.  
round, unique, square,  
perfect

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The sender has ideas. He encodes them using 'words'. This becomes a message. He uses a channel (email, phone, etc.). The receiver decodes it and gives 'feedback'. Noise will be there as sender and receiver may have different views and opinions. The entire communication takes place in context (classroom, canteen, conference hall, park, bed room, interview room, etc.)



### Elements of Communication

Communication is a two way process, wherein interchange of message connects the sender and receiver, towards an agreed direction, consisting seven elements:

1. Sender: Otherwise known as a source, it is the person who has something to pass on, to another individual.
2. Encoding: The sender of the message, selects appropriate words or non-verbal techniques to convert the idea into the message, which is called as encoding.
3. Message: Message implies something that the sender wants to communicate, to the receiver. Without a message, no communication is possible.
4. Medium: Medium alludes to the channel or mode, through which message is communicated to the receiver, i.e. it can be sent by way of electronic word processing system, graphic, symbol, etc.
5. Receiver: The one to whom the message is directed, is called receiver. He/she notices and conveys some meaning to the message.
6. Decoding: The act of interpreting message by the receiver, is termed as decoding. The receiver's outlook, experience, and attitude play a vital role in decoding message.
7. Feedback: The process of communication can never be completed, if the response of the receiver is missing. It enables the communicator of a message to know whether the message has been received and interpreted in the same manner as directed.

All the seven elements of communication has a great role to play in the entire process, as there can be some deformation between the intended message and the received one.

### Types of communication

**Verbal communication:** Communication using words. (speaking or writing)

**Nonverbal communication:** Communication without using words (eye contact, smiling, touch, etc.)

**Formal communication:** The communication in which information flows through proper and pre-defined solutions is referred to as Formal Communication. It follows a hierarchical chain that is generally established by the organization itself. This type of communication is a must in the workplace because employees are expected to follow formal communication while performing their duties. Some general examples of formal communication are reports, commands, orders, etc. It flows in four directions.

1. Downward: Superior to subordinate
2. Upward: Subordinate to superior
3. Horizontal: Between employees of the same level, but different areas of responsibility (department).
4. Diagonal: Between employees of different levels and department.

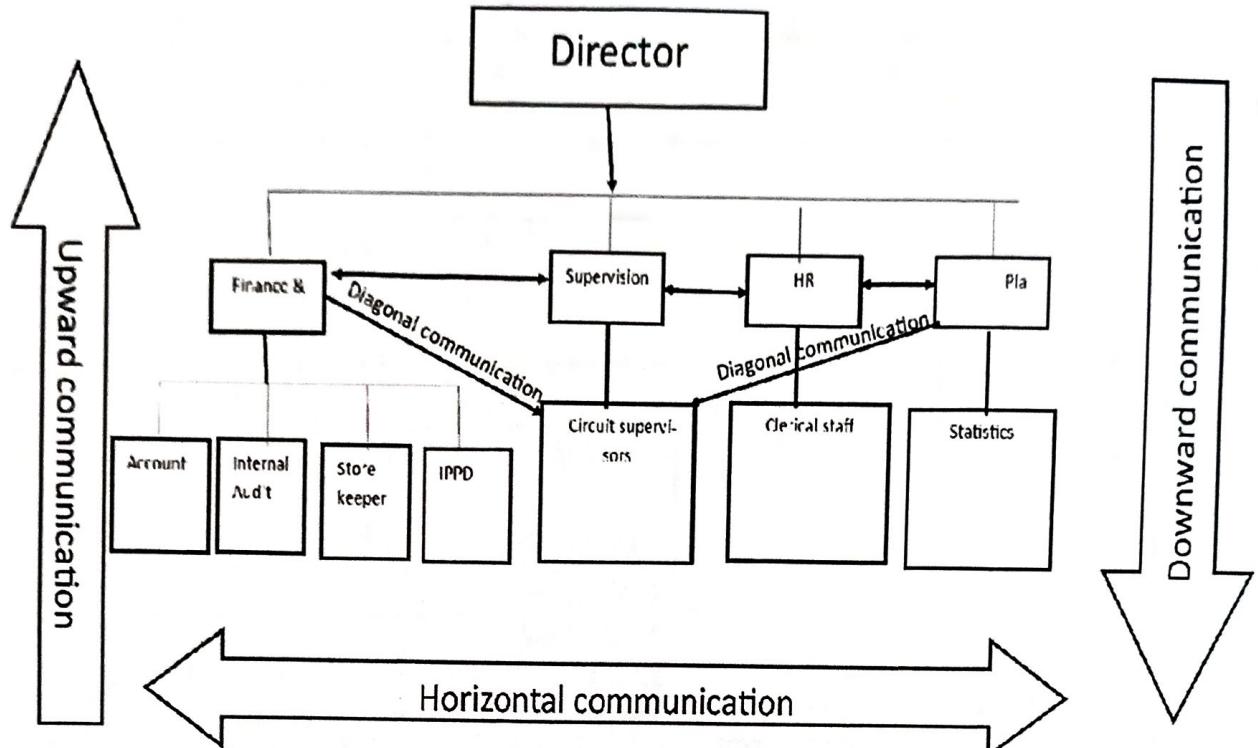
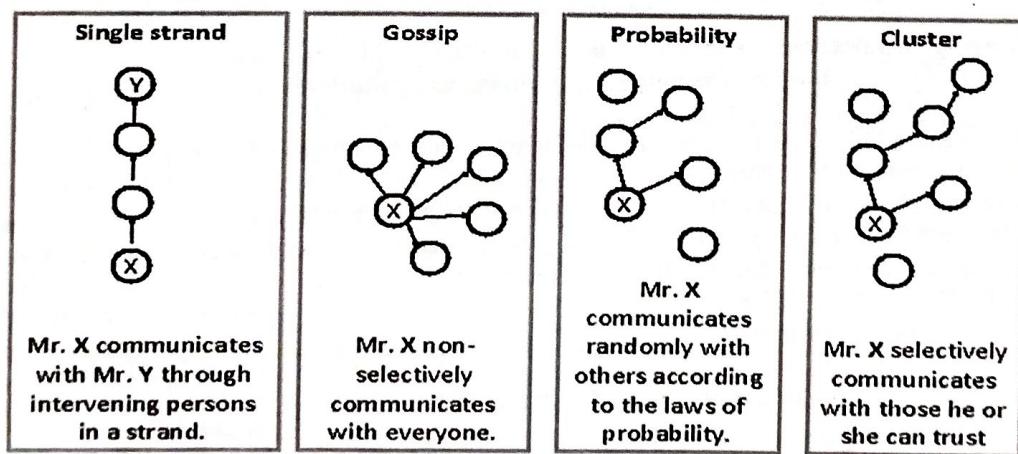


Fig. 1 Upward, Downward, Horizontal and Diagonal Communication

**Informal Communication:** Informal communication is multidimensional. It flows freely in the organization without any restraint of predefined channels or routes. It is comparatively very quick and relational. In organizations it is often called the 'grapevine'. It is also important for the growth of a company because employees can discuss work-related issues more openly which ultimately saves the company's time and money.

1. Single strand chain
2. Gossip chain
3. Probability chain
4. Cluster chain

## Informal communication networks in an Organization (Grapevine)



### Importance of communication in our lives---Dr TS for CSE-A

Communication is a two-way process of reaching mutual understanding, in which participants not only exchange information, news, ideas, and feelings, but also create and share meaning. It can also be defined as the process of giving, receiving or exchanging ideas, information, signals or messages through appropriate media, enabling individuals or groups to persuade, to seek information, to give information or to express emotions. This broad definition includes body-language, skills of speaking and writing. It outlines the objectives of communication. It emphasizes listening as an important aspect of communication.

What is the Importance of Communication in Our Daily Life? Communication plays a vital role in human life. It helps facilitate the exchange of information and knowledge, and develop relationships with others. Therefore, the importance of communication skills in our day-to-day life cannot be underestimated.

*enough* 1. **Building Trust & Relationships**---One of the primary reasons why communication is imperative is because it helps foster stronger relationships and build trust between people. A key thing to note here is that communication is not a one-way process. That is, while speaking is an essential component of communication, listening is also an indispensable one. So, if you wish to forge stronger relationships with people, don't just *talk* to them, but also *listen* to what they're saying.

#### 2. Opens Up New Doors Of Opportunities

*needed some help.* Communication is not just a medium to share and receive information. It is also a skill set that is highly appreciated and sought after in all fields of life. Effective communication skills are given primary importance while selecting job and college applicants. Not only this, but simply being more effective communicators makes it easier to seek out opportunities yourself, and to grab an opportunity when it presents itself.

#### 3. Develops Your Personality

Another reason why communication is imperative in everyday life is that it helps build and enhance your personality and self. This is because, through communication, you are better able to navigate the world and exploring new and challenging situations. You also meet new people, many of whom might have different opinions, views, and experiences. This makes you grow as a person, and discover who you truly are.

#### 4. Helps Solve Conflicts

Communication is the best way to solve any conflict that might arise in your life or relationships. Not only this, but in most cases, communication is an excellent way to avoid any conflict from arising in the first place. Communication also helps gain better knowledge and understanding of another person. It helps you get your point across clearly. Effective communication also helps avoid any misunderstanding and to quickly solve any that might arise. Indeed, effective, honest and regular communication is the basis of any successful and long-term relationship.

5. **Helps Express Your Ideas & Personal Needs** ---Another important reason why communication is so important in life is rooted in the basic definition of communication itself: it helps clearly tell others what you want, and express any ideas you might wish to share with them. This is not a trivial requirement: if you are unable to express your ideas and wants, you won't be able to achieve them. So, say, if you have an awesome idea about how you can level up the trip you're going to be taking with your friends tomorrow... Well, you can't very well do anything about it until you actually tell your friends about it, right?

6. **Makes You Stand Out From The Crowd** ---There are many things that set a leader apart, however, communication is definitely one of the most important skills that you require in your life to become a leader. Think of every great leader from history, and you'll most likely end up discovering that they were great communicators. There are many reasons why leaders require good communication skills, and why these skills are in most cases the pre-requisite of landing a leading position in life. Most of these reasons have been listed in the points above.

7. **Helps Improve Decision Making** ---In almost every sphere of life, decision-making is a process that plays a key role. People make decisions every single day for a variety of purposes. However, the quality of those decisions is not always the same. That is, not every decision that people take will lead to the desired outcome. Sometimes, our decisions might backfire and lead to an undesired outcome as well. One way of reducing the chances of our decisions leading to undesired—sometimes even negative outcomes—is through developing our communication skills. This is because, when you communicate effectively, you receive more information than you otherwise would've. Not only this, but the quality of your information also increases. This increase in the quantity and quality of information ultimately leads to the quality of your decision-making to improve, as you now have more information to draw upon before making your decision. **To sum up**, communication skills are imperative in almost all spheres of life. In professional speaking, communication skills are often the basis of the organization itself. They're imperative for the smooth functioning of the institution, to improve employee productivity, and to provide them with a better experience, as well as for the overall success of the institution. In personal life, too, communication skills are essential to foster better relationships, avoiding misunderstandings, achieving a better position, and growing and developing as an individual.

**NCA (National Communication Association) of America's Credo for Ethical Communication**

Questions of right and wrong arise whenever people communicate. Ethical communication is fundamental to responsible thinking, decision making, and the development of relationships and communities within and across contexts, cultures, channels, and media. Moreover, ethical communication enhances human worth and dignity by fostering truthfulness, fairness, responsibility, personal integrity, and respect for self and others. We believe that unethical communication threatens the quality of all communication and consequently the well-being of individuals and the society in which we live. Therefore we, the members of the National Communication Association, endorse and are committed to practicing the following principles of ethical communication: preach/suppose

Support

1. We advocate truthfulness, accuracy, honesty, and reason as essential to the integrity of communication.
2. We endorse freedom of expression, diversity of perspective, and tolerance of dissent to achieve the informed and responsible decision making fundamental to a civil society.
3. We strive to understand and respect other communicators before evaluating and responding to their messages.
4. We promote access to communication resources and opportunities as necessary to fulfill human potential and contribute to the well-being of individuals, families, communities, and society.
5. We promote communication climates of caring and mutual understanding that respect the unique needs and characteristics of individual communicators.
6.  We condemn communication that degrades individuals and humanity through distortion, afraid intimidation, coercion, and violence, and through the expression of intolerance and hatred. compulsion beliefs
7. We are committed to the courageous expression of personal convictions in pursuit of fairness and justice.
8. We advocate sharing information, opinions, and feelings when facing significant choices while also respecting privacy and confidentiality.
9. We accept responsibility for the short- and long-term consequences for our own communication and expect the same of others.

I'm sorry, but I don't want to be an emperor. That's not my business. I don't want to rule or conquer anyone. I should like to help everyone - if possible - Jew, Gentile - black man - white. We all want to help one another. Human beings are like that. We want to live by each other's happiness - not by each other's misery. We don't want to hate and despise one another. In this world there is room for everyone. And the good earth is rich and can provide for everyone. The way of life can be free and beautiful, but we have lost the way. Greed has poisoned men's souls, has barricaded the world with hate, has goose-stepped us into misery and bloodshed. We have developed speed, but we have shut ourselves in. Machinery that gives abundance has left us in want. Our knowledge has made us cynical. Our cleverness, hard and unkind. We think too much and feel too little. More than machinery we need humanity. More than cleverness we need kindness and gentleness. Without these qualities, life will be violent and all will be lost.... The aeroplane and the radio have brought us closer together. The very nature of these inventions cries out for the goodness in men - cries out for universal brotherhood - for the unity of us all. Even now my voice is reaching millions throughout the world - millions of despairing men, women, and little children - victims of a system that makes men torture and imprison innocent people. To those who can hear me, I say - do not despair. The misery that is now upon us is but the passing of greed - the bitterness of men who fear the way of human progress. The hate of men will pass, and dictators die, and the power they took from the people will return to the people. And so long as men die, liberty will never perish. .... Soldiers! don't give yourselves to brutes - men who despise you - enslave you - who regiment your lives - tell you what to do - what to think and what to feel! Who drill you - diet you - treat you like cattle, use you as cannon fodder. Don't give yourselves to these unnatural men - machine men with machine minds and machine hearts! You are not machines! You are not cattle! You are men! You have the love of humanity in your hearts! You don't hate! Only the unloved hate - the unloved and the unnatural! Soldiers! Don't fight for slavery! Fight for liberty! In the 17th Chapter of St Luke it is written: "the Kingdom of God is within man" - not one man nor a group of men, but in all men! In you! You, the people have the power - the power to create machines. The power to create happiness! You, the people, have the power to make this life free and beautiful, to make this life a wonderful adventure. Then - in the name of democracy - let us use that power - let us all unite. Let us fight for a new world - a decent world that will give men a chance to work - that will give youth a future and old age a security. By the promise of these things, brutes have risen to power. But they lie! They do not fulfil that promise. They never will! Dictators free themselves but they enslave the people! Now let us fight to fulfil that promise! Let us fight to free the world - to do away with national barriers - to do away with greed, with hate and intolerance. Let us fight for a world of reason, a world where science and progress will lead to all men's happiness. Soldiers! in the name of democracy, let us all unite!

### The Pale Blue Dot by Carl Sagan 1934-1996.

American astronomer, planetary scientist, cosmologist, astrophysicist, astrobiologist, author, and science communicator. PhD: June 1960 for his thesis 'Physical Studies of the Planets' (The University of Chicago)

"From this distant vantage point, the Earth might not seem of particular interest. But for us, it's different. Consider again that dot. That's here, that's home, that's us. On it everyone you love, everyone you know, everyone you ever heard of, every human being who ever was, lived out their lives. The aggregate of our joy and suffering, thousands of confident religions, ideologies, and economic doctrines, every hunter and ~~forager~~<sup>Solar System</sup>, every hero and coward, every creator and destroyer of civilization, every king and peasant, every young couple in love, every mother and father, hopeful child, inventor and explorer, every teacher of morals, every corrupt politician, every "superstar," every "supreme leader," every saint and sinner in the history of our species lived there - on a mote of dust suspended in a sunbeam. The Earth is a very small stage in a vast cosmic arena. Think of the rivers of blood spilled by all those generals and emperors so that, in glory and triumph, they could become the momentary masters of a fraction of a dot. Think of the endless cruelties visited by the inhabitants of one corner of this pixel on the scarcely distinguishable inhabitants of some other corner, how frequent their misunderstandings, how eager they are to kill one another, how fervent their hatreds. Our posturings, our imagined self-importance, the ~~delusion~~<sup>delusion</sup> that we have some privileged position in the Universe, are challenged by this point of pale light. Our planet is a lonely speck in the great enveloping cosmic dark. In our ~~obscurity~~<sup>luck of being</sup>, in all this vastness, there is no hint that help will come from elsewhere to save us from ourselves. The Earth is the only world known so far to harbor life. There is nowhere else, at least in the near future, to which our species could migrate. Visit, yes. Settle, not yet. Like it or not, for the moment the Earth is where we make our stand. It has been said that astronomy is a humbling and character-building experience. There is perhaps no better demonstration of the folly of human conceits than this distant image of our tiny world. To me, it underscores our responsibility to deal more kindly with one another, and to preserve and cherish the pale blue dot, the only home we've ever known."

hallucination = claiming  
somebody's  
presence

illusion: wrong belief  
delusion: dangerously wrong belief

## On Shaking Hands

- A. G. Gardiner

If there is one custom that might be assumed to be beyond criticism it is the custom of shaking hands; but it seems that even this innocent and amiable practice is upon its trial. A heavy indictment has been directed against it in the press on hygienic grounds, and we are urged to adopt some healthier mode of expressing our mutual emotion when we meet or part. I think it would need a pretty stiff Act of parliament and a heavy code of penalties to break us of so ingrained a habit. Of course, there are many people in the world who go through life without ever shaking hands. Probably, most people in the world manage to do so. The Japanese bows and the Indian salaams, and the Chinese make a grave motion of the hand, and the Arab touches the breast of his friend at parting with the tips of his fingers.

By comparison with these modes of salutation it may be that our western custom of shaking each other by the hand seems coarse and bucolic just as our custom of promiscuous kissing seems an unintelligible indecency to the Japanese, to whom osculation has an exclusive sexual significance that we do not attach to it. In the matter of kissing, it is true; we have become much more restrained than our ancestors. Everyone has read the famous passage in Erasmus' letters in which he describes how people used to kiss in Tudor England, and how, by the way, that learned and holy men enjoyed it. He could not write so of us today. And there is one connection in which kissing has never been a common form of salutation with us. Masculine kissing is an entirely Continental habit, chiefly cultivated among the Russians. The greatest display of kissing I have ever witnessed was at Prince Kropotkin's house-- he was then living at Brighton-- on his seventieth birthday. A procession of aged and bearded Russian patriarchs came to bring greetings, and as each one entered the room he rushed at the sage, flung his arms about his neck, and gave him a resounding smack on each whiskered cheek, and Kropotkin gave resounding smacks in return.

This is carrying heartiness too far for our austere tastes. I do not think that Englishmen could be bribed to kiss each other, but I cannot conceive that they will ever be argued out of shaking hands with each other. A greeting which we really feel without a grip of the hand to accompany it would seem like a repulse, or a sacrilege. It would be a bond without the seal--as cold as a stepmother's breath, as official as a typewritten letter with a typewritten signature. It would be like denying our hands their natural office. They would revolt. They would not remain in our pockets or behind our backs or toying with a button. We should have to chain them up, so instinctive and impetuous is their impulse to leap at a brother hand.

No doubt the custom has its disadvantages. We all know hands that we should prefer not to shake, warm, clammy hands, listless, flaccid hands, bony, energetic hands. The horror and loathing with which Uriah Heap filled our youthful mind was conveyed more through the touch of his hand than by any other circumstance. It was a cold, dank hand that left us haunted with the sense of obscene and creepy things. I know the touch of that hand as though it had lain in mine, and whenever I feel such a hand now the vision of a cringing fawning figure damns the possessor of it in my mind beyond reprieve. It may be unjust, but the hand-clasp is no bad clue to moral as well as physical health. 'There is death in that hand' was Coleridge's remark after parting from Keats, and there are times when we can say with no less confidence that there is pollution, or dishonesty, or candour, or courage 'in that hand'.

Some personalities seem to resolve themselves into a handshake. It is so eloquent that it leaves nothing more to be discovered about them. There is Peaker, the publisher, for example, who advances with outstretched hand and places it in yours as though it is something he wants to get rid of. It is a cold pudding of a hand, or a warm pudding of a hand, according to the weather, but, cold or warm, it is equally a pudding. What are you to do with it? It obviously doesn't belong to Peaker, or he would not be so anxious to get rid of it. You can't shake it, for it is as unresponsive as a jelly-fish, and no one can shake hands heartily with a Jelly fish, and shaking must be mutual, or it is not at all. So you just hold it as long as civility demands, and then gently return it to Peaker, who goes and tries to get someone else to take it off his hands, so to speak. And at the other extreme is that hearty fellow stubbings, the sort of man who hails you Tom or Jack, and proves by thumping on your back how he esteems your merit.

But he does not thump you on the back. He takes your hand--if you are foolish enough to lend it to him--and crushes it into a jumble of aching bones and shakes your arm well-nigh out of its socket. That's the sort of man I am, he seems to say. Nothing half-hearted about me, sir. Yorkshire to the backbone. Jannock right through, sir (Oh, Torture, And I'm glad to see you, sir. (Another jerk). He restores your hand, a mangled pain, and you are careful not to trust him with it again at parting. And there is the limp and lingering hand that seems so overcharged with affection that it does not know when to go, but lies in your palm until you feel tempted to throw it out of the window. But though there are hands that make you shudder and hands that make you writhe, the ritual is worth the occasional penalty we have to pay for it. It is the happy mean between the Oriental's formal salaam and the Russian's enormous hug, and if it has less dignity than it has more warmth and more of the spirit of human comradeship. We shall need a lot of medical evidence before we cease to say with the most friendly of all poets.

## Styles of communication

Dr. T. Sunand Emmanuel for CSE-A

Passive	Assertive	Aggressive
Too scared to say what you think	Expresses self clearly and confidently	Expresses self with aggression and irritation/anger
Avoids eye contact	Maintains eye contact	Stares in a judgmental way
Speaks softly or weakly	Speaks firmly	Speaks loudly (e.g., shouting)
Reduces own self-esteem	Increases own self-esteem	Reduces others' self-esteem
Makes body smaller (e.g., slouching)	Firm yet welcoming posture	Closed posture (e.g., making body bigger)
Others' needs are put first	Self and others' needs are taken into account	Own needs are put first
Can't say 'no' to others' requests or demands	Is able to say no in a calm and direct way	Says no in an aggressive and reactive way
Aims to please others	Aims to express needs	Aims to win



Thinking your needs don't matter at all	Recognising that your needs matter as much as anyone else's	Thinking that only your needs matter
Give in	Compromise	Take
Not talking, not being heard	Talking and listening	Talking over people
Trying to keep the peace	Making sure things are fair - for you and others	Looking out for yourself
Allowing yourself to be bullied	Standing up for yourself	Bullying others
Not saying what you think, or not saying anything	Express your point clearly and confidently	Can lead to shouting, aggression or violence
Damages relationships - other people respect you less	Enhances relationships - other people know where they stand	Damages relationships - other people don't like aggression
Damages your self-esteem	Builds your self-esteem	Damages others self-esteem

### Summary:

Passive style: I lose- You win. "Whatever you decide is okay for me."

Assertive: I win-you win. I respect your right to disagree, but respect my right to disagree too. "We are equally entitled to express ourselves respectfully to one another." "I realize I have choices in my life, and I consider my options." "I respect the rights of others."

Aggressive: I win-you lose. Blaming attitude. Only my rights, privileges matter. intense eye contact and dominating or controlling others by blaming, intimidating, criticizing, threatening or attacking them. "I'm right and you're wrong." "I'll get my way no matter what." "It's all your fault."

Passive-aggressive: I lose-you lose. Non-cooperation. Doesn't say 'No' openly. That's fine with me, but don't be surprised if someone else gets mad." "Sure, we can do things your way" (then mutters to self that "your way" is stupid).

**Listening:** It is the process of receiving, constructing meaning from, and responding to spoken and/or nonverbal messages (Purdy & Borisoff, 1997:6).

Active listening is a skill that allows an individual to engage with the speaker more effectively by paying special attention to the conversation. It is the ability to focus completely on a speaker, understand their message, comprehend the information and respond thoughtfully. Active listening owes its development to Thomas Gordon in his *Parent Effectiveness Training*. Active listening is a process of sending back to the speaker what you as a listener think the speaker meant—both in content as well as in feelings. Active listening is not merely repeating the speaker's exact words. It is putting together your understanding of the speaker's total message into a meaningful one. Active listening helps you as a listener to check your understanding of what the speaker said and also what he meant. Reflecting back the meanings to the speaker gives the speaker an opportunity to offer clarification and correct any misunderstandings. Active listening also lets the speaker know that you acknowledge and accept his or her feelings empathetically.

### Strategies to enhance active listening:

1. **Paraphrase:** Summarise the main point(s) of the message the speaker shared to show you fully understand their meaning. This will also give the speaker an opportunity to clarify vague information or expand their message.
2. **Ask open-ended questions:** Ask questions that show you've gathered the essence of what they've shared and guide them into sharing additional information. Make sure these questions cannot be answered with a simple "yes" or "no". Example: "You're right—the onboarding procedure could use some updating. What changes would you want to make to the process over the next six months?"
3. **Ask specific probing questions:** Ask direct questions that guide the reader to provide more details.
4. **Use short verbal affirmations:** Short, positive statements will help the speaker feel more comfortable and show you're engaged and able to process the information they're providing.
5. **Display empathy:** Make sure the speaker understands you're able to recognise their emotions and share their feelings. By showing compassion rather than just feeling it, you're able to connect with the speaker and begin establishing a sense of mutual trust.
6. **Share similar experiences:** Discussing comparable situations will not only show the speaker you've successfully interpreted their message but it can also assist in building relationships.
7. **Recall previously shared information:** Try to remember key concepts, ideas or other critical points the speaker has shared with you in the past.

### Non-verbal active listening skills

**Nod:** Offering the speaker a few simple nods shows you understand what they're saying. A nod is a helpful, supportive cue, and doesn't necessarily communicate that you agree with the speaker—only that you're able to process the meaning of their message.

**Smile:** Like a nod, a small smile encourages a speaker to continue. However, unlike a nod, it communicates you agree with their message or you're happy about what they have to say. A smile can take the place of a short verbal affirmation in helping to diffuse any tension and ensure the speaker feels comfortable.

**Avoid distracted movements:** Being still can communicate focus. To do this, try and avoid movements like glancing at your watch or phone, audibly sighing, doodling or tapping a pen. You should also avoid exchanging verbal or non-verbal communications with others listening to the speaker. This can make the speaker feel frustrated and uncomfortable.

**Maintain eye contact:** Always keep your eyes on the speaker and avoid looking at other people or objects in the room. Just be sure to keep your gaze natural, using nods and smiles to ensure you're encouraging them rather than making the speaker feel intimidated or uneasy.