



# Effective Listening Skills

EN2106 – Communication Skills I

**Level I - Semester 2**

# How to Become an Active Listener?

- Remember that listening is different from hearing!
- Pay attention
- Listen for Ideas – Not Just Words!
- Show that you are listening
  - Use your body language in doing so (e.g: nod occasionally)

# How to Become an Active Listener?

## ➤ Provide feedback

- Ask questions to clarify certain points.  
"What do you mean when you say...."

## ➤ Defer Judgment

- Allow the speaker to finish his/her point.  
Do not interrupt with counter arguments
- Don't mentally prepare a rebuttal

# How to Become an Active Listener?

## ➤ Respond Appropriately

- Be open and honest in your response.
- Voice your opinions respectfully.

# **The End.**