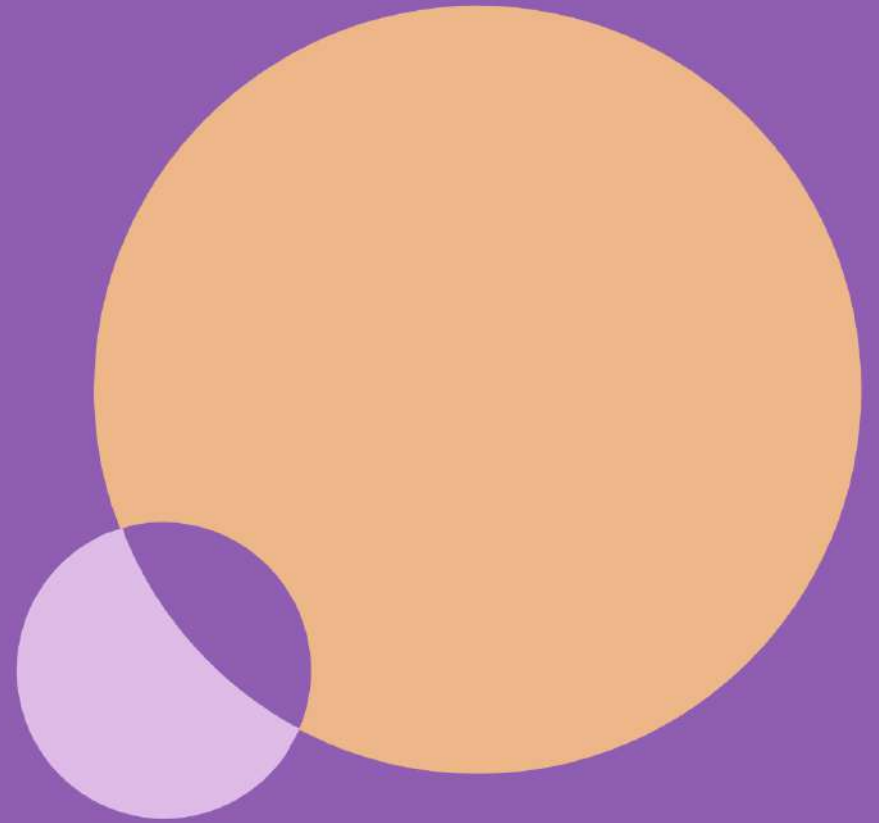


# Mastering Listening Skills



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**01**

## **1.What is Listening**

# Definition



## What is Listening ?

Listening is more than hearing—it's understanding and processing what is said.

# Types of Listening



## Active Listening

Fully engaged and focused.

## Reflective Listening

Paraphrasing to ensure clarity.

## Empathetic Listening

Understanding emotions.



**02**

## **2. Why is Listening Important?**

# Importance of Listening :



## Better Relationships

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Builds empathy and trust.

Reduce Conflicts

Strengthen Bonds



## Improved Productivity

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Reduces Errors and Saves Time

Improved Team Dynamics

Efficient Problem-Solving



## Personal Growth

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Helps in Learning and Decision-Making

Improve Emotional Intelligence



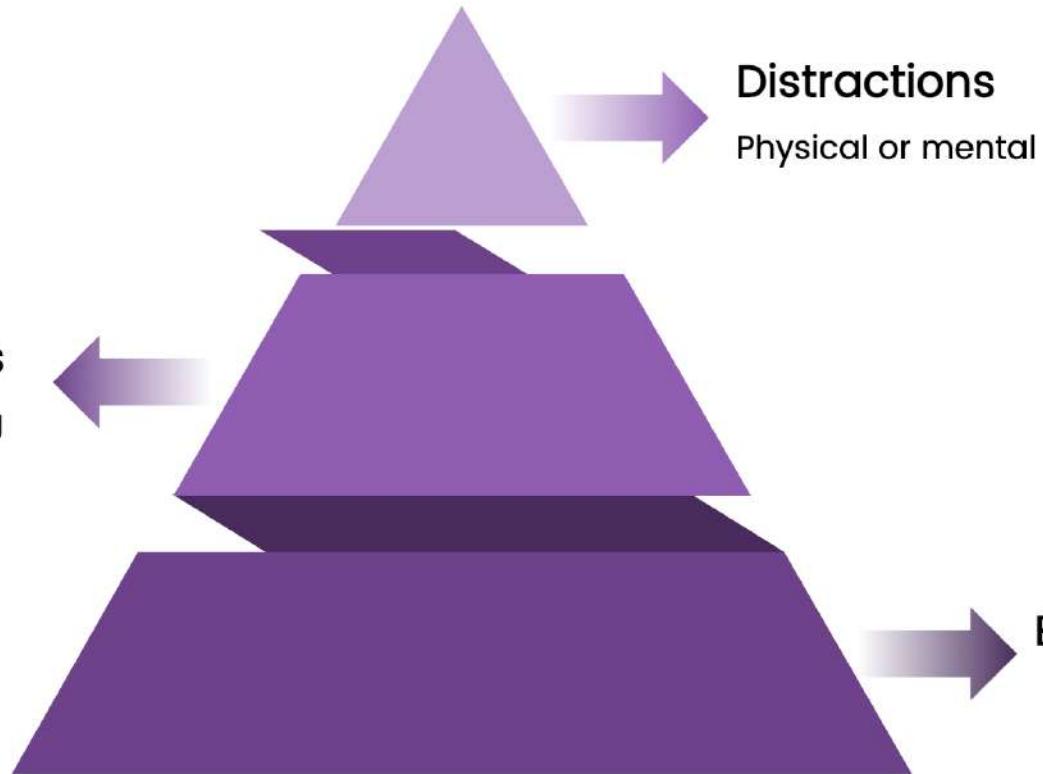
**03**

## **Barriers to Effective Listening**





**Prejudgements**  
Assuming before listening





**04**

## **Techniques to Improve Listening**

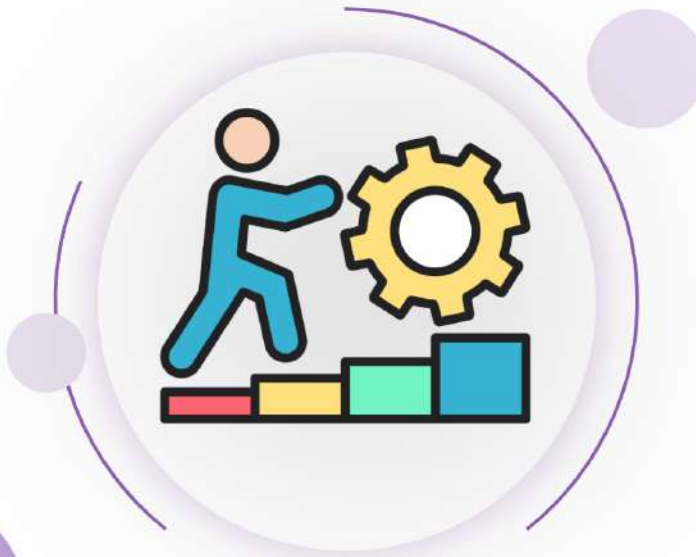
# Techniques to Improve Listening



**Be Present**  
Focus on the speaker



**Paraphrase**  
Summarize what you hear



**Non-verbal Cues**  
Use nods and eye contact



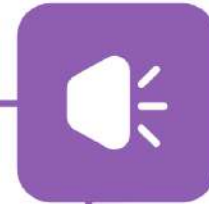
**Ask Questions**  
Clarify doubts



05

## **Activities**

## Game 1 : Listening Relay



Objective: Strengthen focus and recall skills.

Instructions:

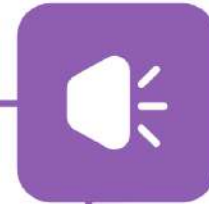
Divide participants into teams.

Whisper a sentence to the first member.

Pass the message down the line.

Last person says it aloud—see how close it is to the original!

## Game 2: Storytelling with a Twist



Objective: Practice listening and creativity

Instructions:

One person starts a story.

Others listen and add to the story, one sentence at a time.

The group ensures the story remains coherent and engaging.



06

**Take-aways**



Listening improves  
relationships and  
teamwork.

Practice active listening  
daily.

Overcome barriers with  
focus and empathy.



**Thanks**

