

‘We are taught to speak, but we aren’t taught to listen. We learn how to debate and make a speech, but we aren’t taught how to listen to that debate or speech.’



Active listening:

https://www.youtube.com/watch?v=rzsVh8YwZEq&ab_channel=GCFLearnFree.org

Active listening is a type of communication that requires conversational participants to fully focus on, comprehend, and answer what is being said to them. It can be applied at home and at work, and it's often used in management training, workforce development, and mediation.

(For more on active listening, you can check: <https://blog.hubspot.com/marketing/phrases-for-active-listening>)

Useful sentences to show you are actively listening to someone:

- Really?
- Do you mean...?
- Could you tell me a bit more about that...?
- I'm not sure I understand...
- That sounds interesting / fun / cool...
- You seem a bit...
- What I'm hearing is...
- How / when...?
- These are the main points I've heard you make so far.
- Let's make sure I'm hearing you correctly.
- I'm sorry you're going through that.
- That's rough. How can I help?
- You are right / of course
- Definitely / totally / absolutely!

Listening and REACTING (not just responding)

In life, we sometimes talk about things we have read or listened to.

Typical functions are:

- a. summarising the content or simplifying it
- b. reporting what another person has said
- c. giving our opinion about it

A. People often **summarize** when the original material is long, or to emphasize key facts or points. Summaries leave out detail or examples that may distract the reader from the most important information, and they simplify complex arguments, grammar and vocabulary.

Follow steps 1-5 below to summarize text. **To summarize spoken material** – a speech, a meeting, or a presentation, for example – **start at step 3.**

1. Get a General Idea of the Original

Pay attention to the title, introduction, conclusion, and the headings and subheadings.

2. Check Your Understanding

Check that your initial interpretation of the content was correct.

3. Make Notes

Take notes on what you're reading or listening to. Use bullet points, and introduce **each bullet with a key word or idea**. Write down only one point or idea for each bullet.

Make sure your notes are **concise, well-ordered, and include only the points that really matter**.

4. Write Your Summary

Bullet points or numbered lists are often an acceptable format for summaries (presentation slides, in the minutes of a meeting, or in Key Points sections).

Some summaries, such as research paper abstracts, require continuous prose. If this is the case, write your summary as a paragraph, **turning each bullet point into a full sentence**.

Use your own words. Try to use synonyms.

If you're summarizing speech, do so as soon as possible after the event, while it's still fresh in your mind.

5. Check Your Work

Your summary should be a **brief but informative** outline of the original.

B. Here you have useful expressions to **report** what another person has said. (Note that these are very typical verbs. For more specific verbs, you can see the list of reporting verbs and the patterns they follow.)

- As X **points out**, ...
- As X **stated/wrote/said**, ...
- According to X, ...
- To quote from X, ...
- X **states/suggests** that ...
- X **tells/shows** us that ...
- X **explained** that ...
- X **argued/claimed** that ...
- In his/her article, 'name of article', X **makes the point that** ...
- Referring to ..., X **says** that ...
- In the video, X **says** that ...

C. Here you have useful expressions to **give your opinion**.

- In my opinion, ...
- To my mind, ...
- As for me / As to me, ...
- From my point of view, ...
- My view / opinion / belief / impression / conviction is that ...
- I would say that ...
- I have the feeling that ...
- I have no doubt that ... / I am sure / I am certain that ...
- I think / consider / find / feel / believe / suppose / presume / assume that ...
- I hold the opinion that ...
- I am of the opinion that ...
- I guess that ...
- It goes without saying that ...
- As far as I am concerned,
- Speaking personally, ...
- It seems to me that ...

'The art of conversation is the art of hearing as well as of being heard.'



In a conversation, make sure you:

- **Listen** to the other participants and react to what they say
- **Invite** people who have not said anything yet into the conversation (it's an invitation, not an interrogation)
- **Contribute** to the conversation and 'keep the ball rolling' (silence is awkward)
- Keep your contributions short but **relevant** (don't monopolise the conversation)
- Show **interest**