

The background features a large, dark green arrow pointing to the left, which is centered on the slide. The arrow is composed of several overlapping geometric shapes, creating a layered effect. A solid yellow vertical bar runs along the left edge of the slide. The text 'LISTENING SKILLS' is written in a bold, yellow, sans-serif font, positioned horizontally across the middle of the green arrow.

LISTENING SKILLS

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- Listening is the one of the most hardest thing in the world. Nature has given us one tongue, but two ears. So that we may hear from others twice as much as we speak.
- Listening skills are the ways to help you to listen something more effectively .
- *How to listen- Ernest Hemingway*
- “I like to listen. I have learned great deal by listening carefully . But most people never listen”

LISTENING IS AN ACTIVE PROCESS

- *What is listening*
 - Listening is with the mind
 - Hearing with the senses
 - Listening is conscious
 - An active process of getting information, ideas etc.
 - To improve interpersonal & oral exchange

STAGES OF LISTENING PROCESS

- **Hearing**
- **Focusing on Message**
- **Comprehending and Interpreting**
- **Analyzing and Evaluating**
- **Responding**
- **Remembering**

IMPORTANCE OF LISTENING

- **We show that we are serious**
- **We display respect to other view points**
- **Help us to learn**
- **Help us to adapt and understand**
- **Empathize**

WHY LISTENING IS IMPORTANT

- **To avoid communication errors**
- **Help to learn some thing new**
- **It is key to success**

DIFFERENCE BETWEEN HEARING AND LISTENING

- Hearing is easy- listening is hard
- Hearing is passive- Listening is active
- Hearing is physical function of biology
- Listening is mental function of internal behavior

Listening is beyond words more than Hearing

BASIC TYPES OF LISTENING

ACTIVE LISTENING

Active listening is the ability to focus completely on a speaker, understand their message , comprehend the information and respond thoughtfully. Active listeners use verbal and non verbal techniques to show and keep their attention on the speaker. This is not only supports your ability to focus , but also helps ensure the speaker can see that you are focused and engaged.

TECHNIQUES OF ACTIVE LISTENING

PARAPHRASE

Restate what was said in your words

SUMMARIZE

Pull together the main points of a speaker

QUESTION

Challenge speaker to think further, clarifying both your and their understanding , however suspend judgment.

THE POWER OF LISTENING

Listening - 45%

Speaking - 30%

Reading - 16%

Writing - 9%

***Source: Dr. Lyman K. Steil
in “ You are the Message Book”***

ACTIVE LISTENING SKILLS

1. APPRICIATE

Listening to appreciate

2. COMPREHENSION

Listen to learn content

3. EMPATHETIC

Listening for Emotions and Connection

4. CRITICAL

Listening to securitize a message

EFFECTIVE LISTENING

Effective listening requires both deliberate efforts and a keen mind. Effective listeners appreciate flow of new ideas and information. Effective listening gives you an advantage and makes you more impressive when you speak. It also boost your performance.

TIPS FOR EFFECTIVE COMMUNICATION

- 1. Communicate - *Relentlessly***
- 2. Simplify - *and be direct***
- 3. Listen - *and encourage inputs***
- 4. Illustrate - *Through stories***
- 5. Affirm – *with action***

TEN STEPS TO EFFECTIVE LISTENING

In today's high tech- high speed- high stress world , Communication is more important than ever, yet we seem devote less and less time to really listening to one other. Genuine listening has become a rare gift – the gift of time. It helps build relationships, solve problems, ensure understanding, solve conflicts and improve accuracy.

STEP 1-

FACE THE SPEAKER AND MAINTAIN EYE CONTACT

In most western cultures, eye contact is considered a basic ingredient of effective communication. When we talk, we look each other in the eye. That doesn't mean that you can't carry on a conversation continue for any length of time.

STEP-2

BE ATTENTIVE, BUT RELEXED

- **The important thing is to be attentive. The dictionary says that ‘Attend’ another person means be present, pay attention, remain ready to serve.**
- **Try to focus on the speaker’s accent or speech mannerisms to be point where they become distractions. Finally, don’t be distracted by your own thoughts, feelings or biases.**

STEP-3

KEEP AN OPEN MIND

Listen without judging the other person or mentally criticizing the things he or she tells you. Listen without jumping to conclusions. Remember that speaker is using language to represent the thoughts and feelings inside her brain. You don't know what thoughts and feelings are and the only way you'll find out is by listening.

STEP- 4

**LISTEN TO THE WORDS AND TRY TO
PICTURE WHAT THE SPEAKER IS SAYING**

- **Allow your mind to create a mental model of the information being communicated.**
- **When listening for long stretches, concentrate on and remember key words and phrases**

STEP- 5

DON'T INTERRUPT AND DON'T IMPOSE YOUR ' SOLUTIONS'

**Interrupting sends a variety of
messages. It says**

“ I am more important than you are”

“ I don't have time for your opinion”

**If you are absolutely break suddenly
with a brilliant solution, at least get the
speaker's permission, ask “ would you
like to hear my ideas’**

STEP- 6

WAIT FOR THE SPEAKER TO PAUSE TO ASK CLARIFYING QUESTION

**When you don't understand something,
of course you should ask the speaker to
explain it to you but rather than interrupt .
Wait until the speaker pause.**

STEP- 7

ASK QUESTIONS ONLY TO ENSURE UNDERSTAND

When you notice that your question has led the speaker astray, take responsibility for getting the conversation back on track by saying like “It was great hear about Everest. But tell me more about your adventure in Himalayan.”

STEP- 8

TRY TO FEEL WHAT THE SPEAKER IS FEELING

If you feel 'sad' when the person with whom you are taking expressions sadness, joyful when he express joy ,fearful when he describe fears and convey those feelings through effectiveness as a listener is assured.

Empathy is the heart and soul of good listening.

STEP- 9

GIVE THE SPEAKER REGULER FEEDBACK

Show that you understand when the speaker is coming from by reflecting the speaker's feelings, The idea is give the speaker some proof that you are listening and that you are following his train of thought.

STEP- 10

PAY ATTENTION TO WHAT ISN'T SAID TO NON VERBAL CUES

Even over the telephone you can learn almost as much about a person from the tone of his voice than from anything he says.

BARRIERS OF ACTIVE LISTENING

- **Environmental Barriers**
- **Physiological Barriers**
- **Psychological Barriers**
- **Selective Listening**
- **Negative Listening attitudes**
- **Personal reactions**
- **Poor Motivation**

COMPREHENSIVE LISTENING

Listening to learn, Understand to Comprehend

1. FLIP THE LISTENING SWITCH

Give speaker full attention

2. TAKE NOTES

Take notes in every conversation

3. SEPARATE KEY IDEAS, DETAILS AND ACTION STEPS

LISTENING PLAN

1. Key Ideas

What is the speaker's main point

2. Details

What are the speaker's supporting details

3. Action Steps

What action do I need to take

4. Ask Clarifying Questions

EMPATHETIC LISTENUING SKILLS

EMPATHY

**Your ability to understand and share a
another persons feelings.**

- 1. It has to be genuine**
- 2. Listen to their Verbal and
Non Verbal Communication**
- 3. Reflect back to them**

BENEFITS OF EFFECTIVE LISTENING

- **Enhance Productivity**
- **Improve Reactions**
- **Avoid Conflicts**
- **Improve understanding**
- **Improve Negotiation Skills**
- **Adds to Your Image & Personality**
- **Helps you to Stand Out**
- **You will be Appreciate**

THANK FOR LISTENING