

GLOSSARY

Effective Listening

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Use these terms and definitions below to understand concepts taught in the course.

Transcript Search: note that you can search for terms directly within the course. To search video text, switch to the *Transcripts* tab, then press Cmd/Ctrl + F on your keyboard to run a search within the active transcript.

Term	Definition
clarify your role	When attempting to be an effective listener, it is helpful to determine what role your speaker wants you to serve. Sometimes, they will explain this up front (i.e. "I just want to vent" or, "Give me your honest feedback."). Other times, you will have to clarify this yourself by making simple asks at the beginning of the conversation (i.e. "Do you want my take, or do you just need to vent?")
effective listening behaviors	Behaviors will lead to you being a better listener. They include clarifying your role, using attentive nonverbal, allowing for silence, paraphrasing, and mirroring emotions.
internal noise	The roadblocks that keep us from being effective listeners. These include mental filters, multitasking, distraction by delivery, information overload, and inappropriate responses. Identifying these sources of internal noise and knowing how to mitigate them will vastly improve your listening skills.
mirroring	The act of matching your posture, gestures, pace of speech, tone, and vocabulary choices to meet the person who is speaking, in order to develop relationships and be an effective listener.
paraphrasing	Vocalizing your understanding of a speaker's message. This shows the speaker that you are attentively listening, and also gives you the chance to make sure you are understanding the focus of their message.
The Five Areas of Listening Intentions	Recalling details, understanding the big picture, evaluating the content, attending to subtle cues, and empathizing with the speaker are all components of determining how effectively one listens. An essential part of becoming a better listener is recognizing which of these areas you excel in and which need improvement.
The Listening Challenge	The challenge to become a more effective listener by focusing on your two weakest listening behaviors and improving them for 30 consecutive days.