



**Passerelles  
numériques**  
*A Gateway for Life*

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## **Lesson 8: Active Listening at Workplace**

### ***Module 3 – Professional Life***



## Instruction (5 minutes)

- Students work in pair and discuss the following question:

How do you feel if no one listens to you or cares about you when you speak or present your topic?

*If you ever feel disappointed when no one listens to you, the others may feel the same, so why not try to be an active listener?*

How well you **listen** has a major impact on your job effectiveness and on the quality of your relationships with others.

# A G E N D A



01 Listening vs. Hearing

02 Listening Styles

03 Active Listening

04 Importance of Active Listening

05 Types of Active Listening Skills

# Listening vs. Hearing

**Hearing** is an accidental and automatic brain response to sound that requires no effort.

# Hearing is...

- Accidental
- Involuntary
- Effortless



**Listening** means paying attention not only to the story, but how it is told, the use of language and voice, and how the other person uses his or her body.

# Listening is...

- Focused
- Voluntary
- Intentional

# Listening Styles

# Listening Styles

People  
orientated

Content  
orientated

Action or task  
orientated

Time orientated

**The people-oriented listener is interested in the speaker.**

They listen to the message in order to learn how the speaker thinks and how they feel about their message.

**Action-oriented listeners** are primarily interested in finding out what the speaker wants.

**Content-oriented listeners** are interested in the message itself, whether it makes sense, what it means, and whether it's accurate.

**Time-oriented listeners** prefer a message that gets to the point quickly.

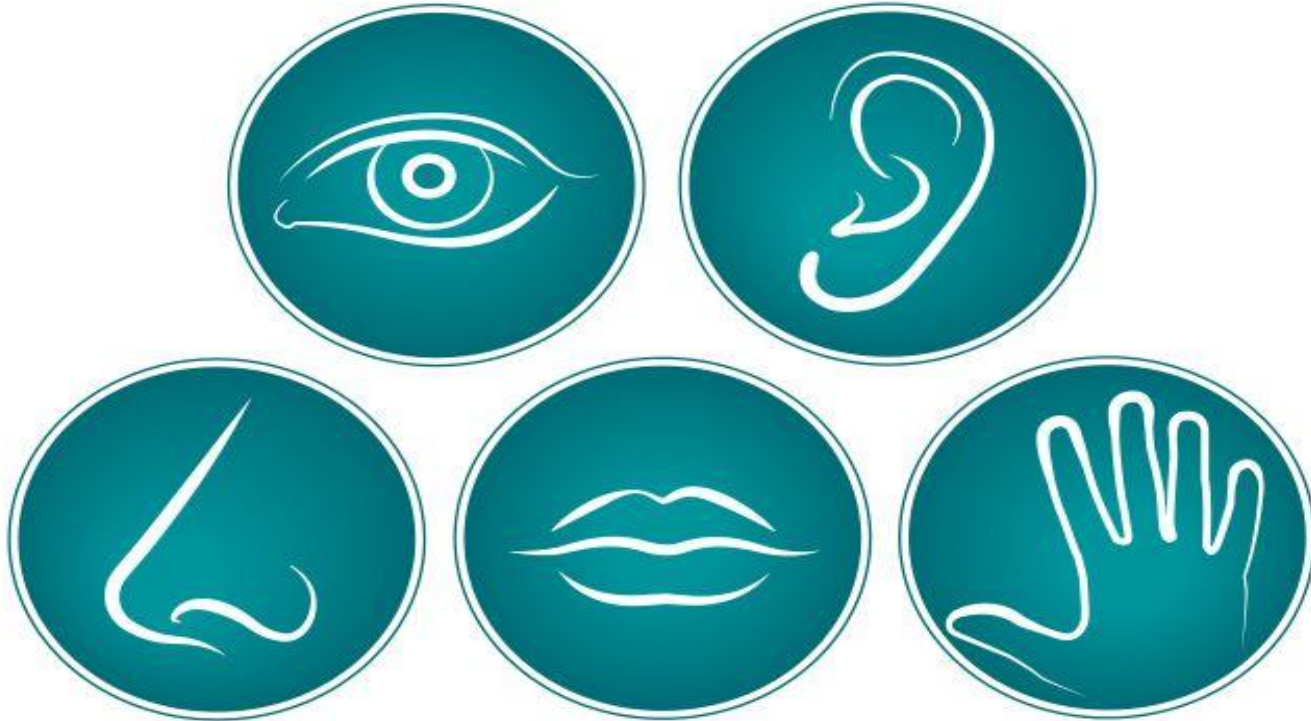


# What is active listening?

**Active listening** is the ability to focus completely on a speaker, understand their message, comprehend the information and respond thoughtfully.

**Passive listening** is the act of hearing a speaker without retaining their message.

**Active listening involves listening with all senses.**



We listen to obtain  
information.

We listen to  
understand.

We listen for  
enjoyment.

We listen to learn.



Instruction (10 minutes)

Active listener

Vs.

Passive listener

'Borey is nodding and maintaining eye contact while listening to her sister's problem.'

**Instruction:** Say 'Yoooo' if you think Borey is an **active** listener, or 'Hooo' if you think Borey is a **passive** listener.

**Answer: active listener**



'Dara is checking Facebook on his laptop while communicating on phone to his father.'

**Instruction: Stand up if you think Dara is an active listener, or sit down if you think Dara is a passive listener.**

**Answer: passive listener**

'Sreymao is texting her cousin while her teacher is explaining the lesson.'

**Instruction:** Raise your hand if you think Sreymao is an **active listener**, or keep your hands down if you think Sreymao is a **passive listener**.

**Answer: passive listener**

'Chanry is showing a positive attitude while listening to her conversation partner.'

**Instruction:** Go to the whiteboard if you think Chanry is an active listener, or remain at your desk if you think Chanry is a passive listener.

**Answer: active listener**

'Borin is listening to his brother complain without maintaining eye contact or nodding his head.'

**Instruction:** Touch your right shoulder if you think Borin is an active listener, or touch your left shoulder if you think Borin is a passive listener.

**Answer: passive listener**



'Sokna is looking at the birds outside the classroom while his classmates are delivering a presentation.'

**Instruction:** Go to your right-hand side of the classroom if you think Sokna is an active listener, or go to the left-hand side if you think Sokna is a passive listener.

**Answer: passive listener**

Why is active listening  
important in the  
workplace?

# Why is active listening important in the workplace?



It helps you build connections.

# Why is active listening important in the workplace?



It helps you build trust.

# Why is active listening important in the workplace?



It helps you identify and solve problems.

# Why is active listening important in the workplace?



It helps you increase your knowledge and understanding of various topics.

# Why is active listening important in the workplace?



It helps you avoid missing critical information.



# Why is active listening important in the workplace?



It helps you increase productivity.

# Types of Active Listening Skills

- **Active Listening Skills**
  - Verbal Active Listening Skills
  - Non-verbal Active Listening Skills

# Verbal Active Listening Skills

## Paraphrase

Summarize the main point(s) of the message the speaker shared to show you fully understand their meaning.

# Verbal Active Listening Skills

Ask open-ended questions

Ask questions that show you've gathered the essence of what they've shared and guide them into sharing additional information.

# Verbal Active Listening Skills

**Ask specific probing questions**

Ask direct questions that guide the reader to provide more details about the information they've shared or narrow down a broad subject or topic.

# Verbal Active Listening Skills

## Use short verbal affirmations

Short, positive statements will help the speaker feel more comfortable and show you're engaged and able to process the information they're providing.

# Verbal Active Listening Skills

## Share similar experiences

Discussing comparable situations will not only show the speaker you've successfully interpreted their message, but it can also assist in building relationships.



# Verbal Active Listening Skills

Recall previously shared information

Try to remember key concepts, ideas or other critical points the speaker has shared with you in the past.

# Non-verbal Active Listening Skills

## Nod

Offering the speaker a few simple nods shows you understand what they're saying.

# Non-verbal Active Listening Skills

## Smile

A small smile encourages a speaker to continue.

# Non-verbal Active Listening Skills

Avoid distracted movements

'Being still' can communicate focus.

# Non-verbal Active Listening Skills

**Maintain eye contact**

Always keep your eyes on the speaker and avoid looking at other people or objects in the room.

## Instruction (15 minutes)

- Students work in pair and discuss the following question (5 minutes):

*Do you think you are an active listener?  
Why or why not?*

- Trainer selects several students to explain if they are or are not an active listener. (10 minutes)



Thank you !



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