

ACTIVE LISTENING



Learning Objectives

By the end of training, participants should be able to:

- ☐ Define active learning
- ☐ Identify benefits of active listening
- ☐ Understand the six main skills of active listeners
- ☐ Demonstrate effective active learning behaviors

Every good conversation starts with good listening.

The biggest communication problem is we do not listen to understand. We listen to reply.

- L** = Look interested - get interested
- I** = Involve yourself by responding
- S** = Stay on target
- T** = Test your understanding
- E** = Evaluate the message
- N** = Neutralise your feelings

**WE HEAR YOU
LOUD AND
CLEAR.**

QUOTE-ID.COM

David Mills

Actively listen to those talking to you instead of waiting to speak.

#mindfulness

Dwight Schrute Learning to Actively Listen



What is Active Listening?

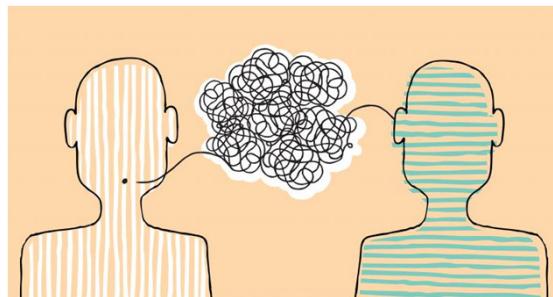


It is “a way of **listening and responding** to another person that creates an environment where both speaker and listener are comfortable working toward a goal of mutual understanding.”

Strives to create dialogues that lend legitimacy to recognizing, naming, and discussing emotion.

Listening Role Play

“Louie the Lousy Listener”



What do you feel are the benefits of actively listening?



Qualities of Active Listeners

**Desire to be
“other-directed”**

**No desire to
protect yourself**

**Desire to imagine
the experience of
the other**

**Desire to
understand,
not critique**

Skills for Active Listening

Body Language

Questions /
Clarification

Paraphrasing

Identify Emotions /
Empathize

Avoid Judgment

Silence/
Back Channeling Cues

Skills for Active Listening

BODY LANGUAGE

SAY IT
WITH BODY
LANGUAGE

Examples:

- ☐ Sitting forward
- ☐ Making eye contact
- ☐ Nodding head
- ☐ Orienting body toward speaker
- ☐ Arms unfolded; legs open or crossed slightly

Body Language

S.O.L.E.R.

Five steps to active listening body language:

Squarely face the person

Open your posture

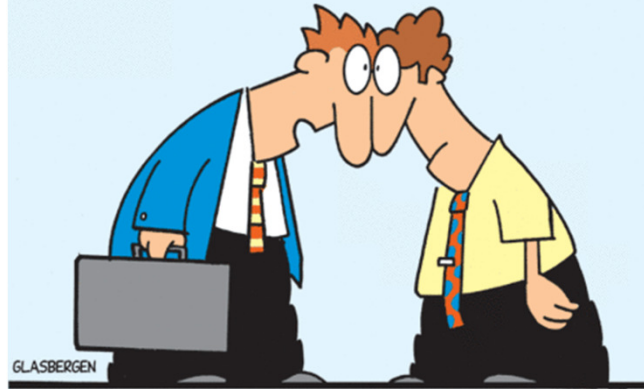
Lean towards the sender

Eye contact maintained

Relax while attending



Copyright 2006 by Randy Glasbergen.
www.glasbergen.com



**"I read someplace that eye contact
is a very important business skill."**

Skills for Active Listening

**APPROPRIATE
QUESTIONS /
CLARIFICATION**



Examples:

- ☐ Are you struggling with this assignment or with the class in general?
- ☐ Can you tell me more about that?
- ☐ What materials do you have from class that could help us work on this?
- ☐ How did that work?
- ☐ What has helped you be successful in the past?
- ☐ Let me see that we are on the same track

Example of Gaining Clarification

Tutor: Okay, just so we're on the same page, let me make sure I understand what's been said so far. . .

Tutor: I'm not sure I understood what you meant. Let me see if we're on the same track . . .

Tutor: I'm a bit confused, so let me try to state what I think you were trying to say.

Tutor: You've said so much, let me see if I've got it all.

Skills for Active Listening

PARAPHRASING



A word cloud containing various synonyms for paraphrasing, including: rephrase, restate, reiterate, reword, repeat, retell, ingeminate, paraphrase, tell, and iterate. The words are arranged in a circular pattern with varying colors and orientations.

Examples:

- ☐ So what I hear you saying is . . .
- ☐ What I'm understanding is that...

Example of Paraphrasing

Student: I just don't understand how to do this assignment. What's it even asking?

Tutor: It seems that project is a bit confusing for you.

Student: Yeah, I just hate this class.

Tutor: I can hear that you're really frustrated with this class.

Skills for Active Listening

**IDENTIFY EMOTIONS /
EMPATHIZE**

Examples:

- ☐ It sounds like you're feeling ____.
- ☐ It makes you (feeling) that . . .
- ☐ So when that happened, you felt angry..
- ☐ This type of work can be challenging..

Example of Empathizing

Student: I just can't seem to get started on this application essay. All my ideas are floating around, and I just can't get them on paper.

Tutor: It can be frustrating to feel so stuck. It sounds like working on ways to focus your ideas might be really useful today.

Student: I'm writing, and I just don't have enough room to say everything I want to!

Tutor: This type of writing can be really challenging. You have to sell yourself using only 500 words--not the easiest task! Would it be helpful to talk about which ideas you like the best as a way to narrow down our focus?

Skills for Active Listening

AVOID JUDGMENT



Examples:

- ☐ Bite your tongue!
- ☐ Even if you disagree, put your opinions aside and help the student.

Example of Avoiding Judgment

Student: I have never picked up my textbook before or studied for the class.

Tutor: (Tutor may be *thinking*, WHAT?!?! AHHH!!!, but doesn't say that) "Ok, let's see where we can get started "

Skills for Active Listening

**SILENCE/
PROVIDING BACK
CHANNELING
CUES**

hmmmm...

Examples:

- ❑ Count to yourself to allow tutee to think or answer
- When tutee speaks, express verbal cues (ex. "uh-huh", "I see") and non-verbal cues (ex. nodding head) that you're listening

Example of Back Channeling Cues

Student: I have this statistics assignment to do and I just can't seem to get this question.

Tutor: "I see"

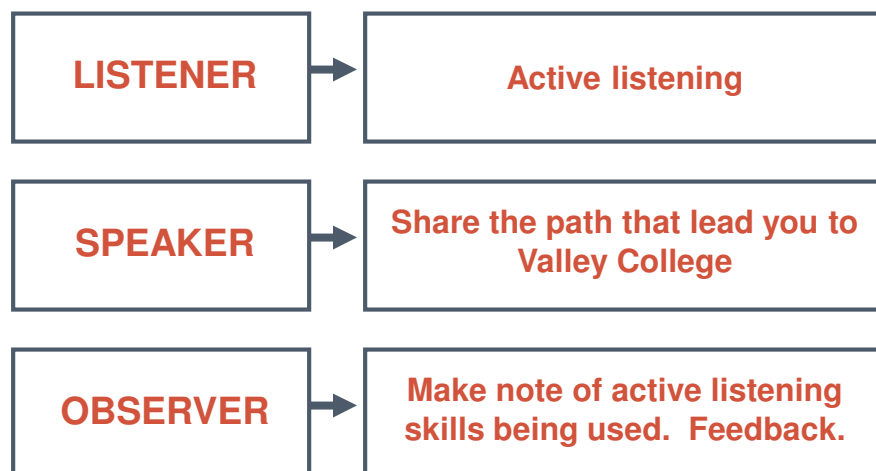
Student: Yeah, I just don't get this this class.

Tutor: (nodding), hmmm.

Student: I really need to pass.

Tutor: (nodding), ok, let's see what we can do to get you going in the right direction.

Trying It Out



DID THE LISTENER USE THESE SKILLS?

Body Language

Questions /
Clarification

Paraphrasing

Identify Emotions /
Empathize

Avoid Judgment

Silence/
Back Channeling Cues

Trying It Out

LISTENER



Active Listening

SPEAKER



Discuss your short term goals
after Valley College

OBSERVER



Make note of active listening
skills being used. Feedback.

DID THE LISTENER USE THESE SKILLS?

Body Language

Questions /
Clarification

Paraphrasing

Identify Emotions /
Empathize

Avoid Judgment

Silence/
Back Channeling Cues

Trying It Out

LISTENER



Active Listening

SPEAKER



Share your long terms career
goals

OBSERVER



Make note of active listening
skills being used. Feedback.

DID THE LISTENER USE THESE SKILLS?

Body Language

Questions /
Clarification

Paraphrasing

Identify Emotions /
Empathize

Avoid Judgment

Silence/
Back Channeling Cues