

**The relationship between
active listening
and
good communication**

What do we listen for?!

- We listen to obtain information;
- We listen to understand;
- We listen for enjoyment;
- We listen to learn;

Active listening - is

...when you're not just listening the words, but trying to understand the complete message being sent.

If it's difficult for you to concentrate on what someone is saying -

..try repeating their words mentally as they say them – this will reinforce their message and help you stay focused.



Work on yourself:

Be sure that you hear the other person, and that the other person knows you are hearing what he says and you'll become **“An Active Listener”**



THE BEST
PROJECT
YOU'LL EVER
WORK ON IS
YOU


Pay Attention

Give the speaker your undivided attention, and acknowledge the message



Show That You're Listening

Use your own body language and gestures to convey your attention (nodding, opened posture)



Tuning-In Techniques

S	<i>Smile</i>
O	<i>Open Posture</i>
F	<i>Lean Forward</i>
T	<i>Tone</i>
E	<i>Eye Contact</i>
N	<i>Nod</i>

Provide Feedback

- Sometimes you need to reflect what is being said and ask questions.
- "What I'm hearing is," and "Sounds like you are saying," are great ways to reflect back.
- Or some questions: "What do you mean when you say." "Is this what you mean?"
- Summarize the speaker's comments periodically.

Defer Judgment

Interrupting is a waste of time.

It frustrates the speaker and limits full understanding of the message.

4-Stop predicting

- Don't complete the sentence for him
- Don't interrupt with arguments
- Don't predict the next word



Respond Appropriately

- Be candid, open, and honest in your response.
- Assert your opinions respectfully.
- Treat the other person in a way that you think he or she would want to be treated.

Follow these advices and you won't have any problem in communication with people



Thank you for your attention!!!

***ARE YOU
LISTENING?***