

**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

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