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Beginner lessons for Active Listening

Master Active Listening for Better Communication!

DEFINITION

> Active listening is fully concentrating on what someone is saying, understanding their message, and responding thoughtfully. It involves more than just hearing words; it requires engagement and empathy.

KEY CONCEPTS

Focus Attention

Give your full attention to the speaker, avoiding distractions like phones or side conversations.

Reflective Responses

Repeat or paraphrase what the speaker has said to show understanding and encourage further discussion.

Nonverbal Cues

Use body language, such as nodding and maintaining eye contact, to show you are engaged.

Ask Clarifying Questions

If something is unclear, ask questions to gain a deeper understanding of the speaker's message.

Empathy

Try to understand the speaker's feelings and perspectives to build a stronger connection.

EXAMPLES

→ Nod while the speaker talks to show you are listening.

→ Say, 'What I hear you saying is...' to confirm understanding.

→ Ask, 'Can you explain that further?' if you need more details.

MEMORY TIPS

★ Use the acronym 'F.R.E.A.' - Focus, Reflect, Empathize, Ask.

★ Visualize a listening ear to remind you to be attentive.

★ Think of active listening as a dance where both partners engage.

COMMON MISTAKES

✗ Interrupting the speaker before they finish.

✗ Formulating a response while the other person is still talking.

✗ Not acknowledging nonverbal signals from the speaker.

QUICK RECAP

Active listening is about fully engaging with the speaker through focus, reflection, and empathy. Remember to use nonverbal cues and ask questions for clarity. Avoid common pitfalls like interrupting or planning your response too early.