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Beginner lessons for Active Listening

Master Active Listening for Better Communication!

DEFINITION

Active listening is fully concentrating, understanding, and responding to a speaker. It involves engaging with the speaker to enhance communication and connection.

KEY CONCEPTS

Attention

Focus entirely on the speaker without distractions to show you are engaged.

Feedback

Provide verbal and non-verbal responses to show understanding and encourage the speaker.

Clarification

Ask questions to ensure you understand the message correctly and avoid assumptions.

Empathy

Put yourself in the speaker's shoes to better understand their feelings and perspectives.

Non-verbal Cues

Use body language, eye contact, and facial expressions to demonstrate attentiveness.

EXAMPLES

- Nodding while someone speaks to show you are listening.
- Repeating back what the speaker said to confirm understanding.
- Asking follow-up questions about the topic discussed.

MEMORY TIPS

- ★ Remember the acronym 'A.C.E.' for Attention, Clarification, Empathy.
- ★ Visualize a listening ear to remind you to focus on the speaker.
- ★ Think of active listening as a dance: both partners need to engage.

COMMON MISTAKES

- ✗ Interrupting the speaker before they finish.
- ✗ Focusing on your response instead of listening.
- ✗ Making assumptions without asking for clarification.

QUICK RECAP

Active listening enhances communication by focusing on the speaker and providing feedback. Key skills include attention, empathy, and clarification. Avoid common mistakes like interrupting and assuming.