

Listening Skills

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This presentation will explain

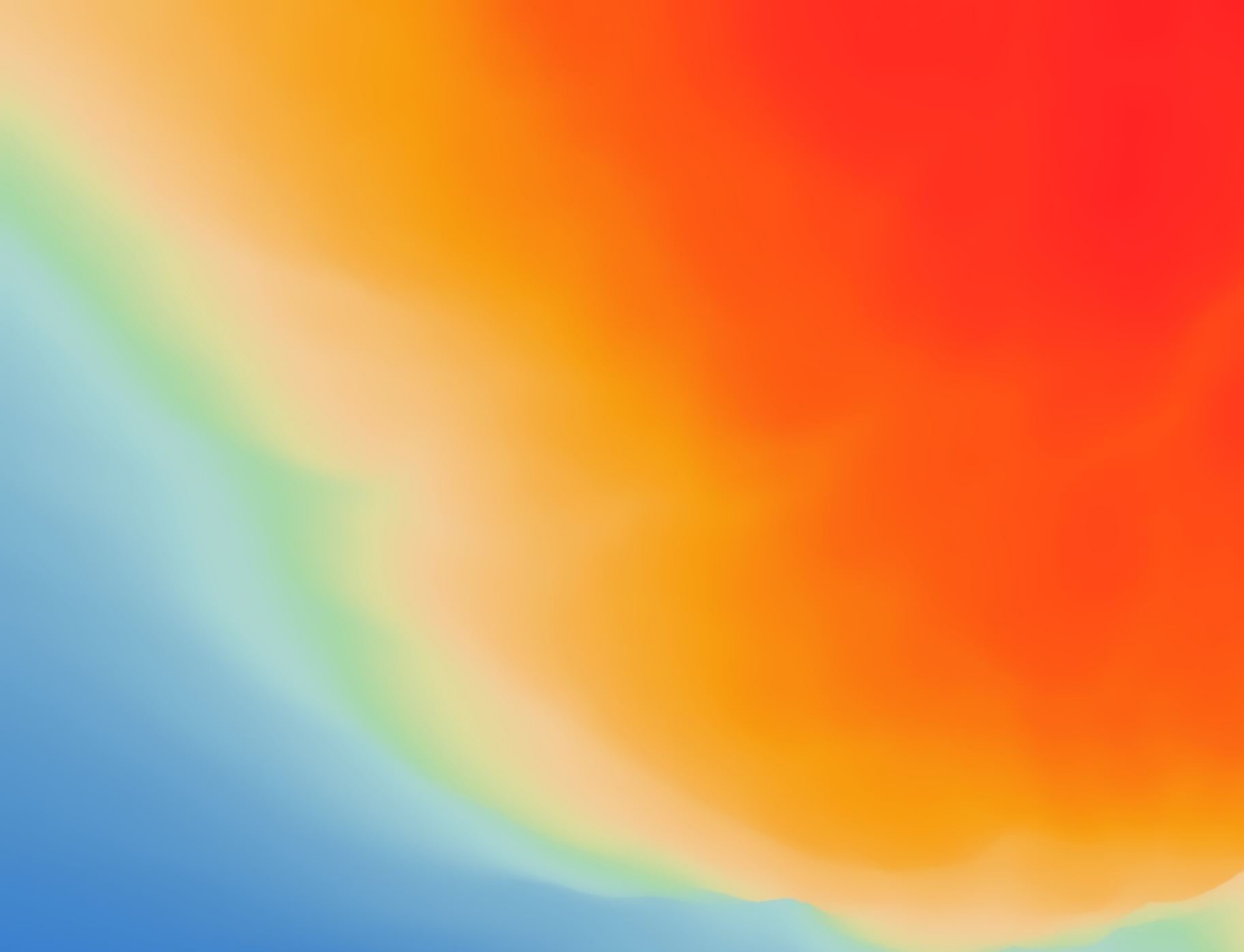
What listening means,

why listening is important,

why people fail to listen
effectively, and

how to use techniques to
improve your listening skills.





Listening or hearing?



Listening is an active process that requires understanding.

Hearing simply receives sounds.

A large graphic on the right side of the slide features a semi-circle containing stylized faces. The faces are composed of bold black outlines for eyes, eyebrows, and ears, set against a background of vibrant colors: green, red, yellow, orange, and blue. The faces appear to be looking towards the left, towards the text.

Listening skills are important because

They improve relationships, knowledge and understanding and can prevent problems. This can save you time and produce better outcomes if you can listen.



Active listening

The art of paying close attention to ensure you understand.

Having an intent to learn, rather than being passive and hope that something goes in!

Passive listening

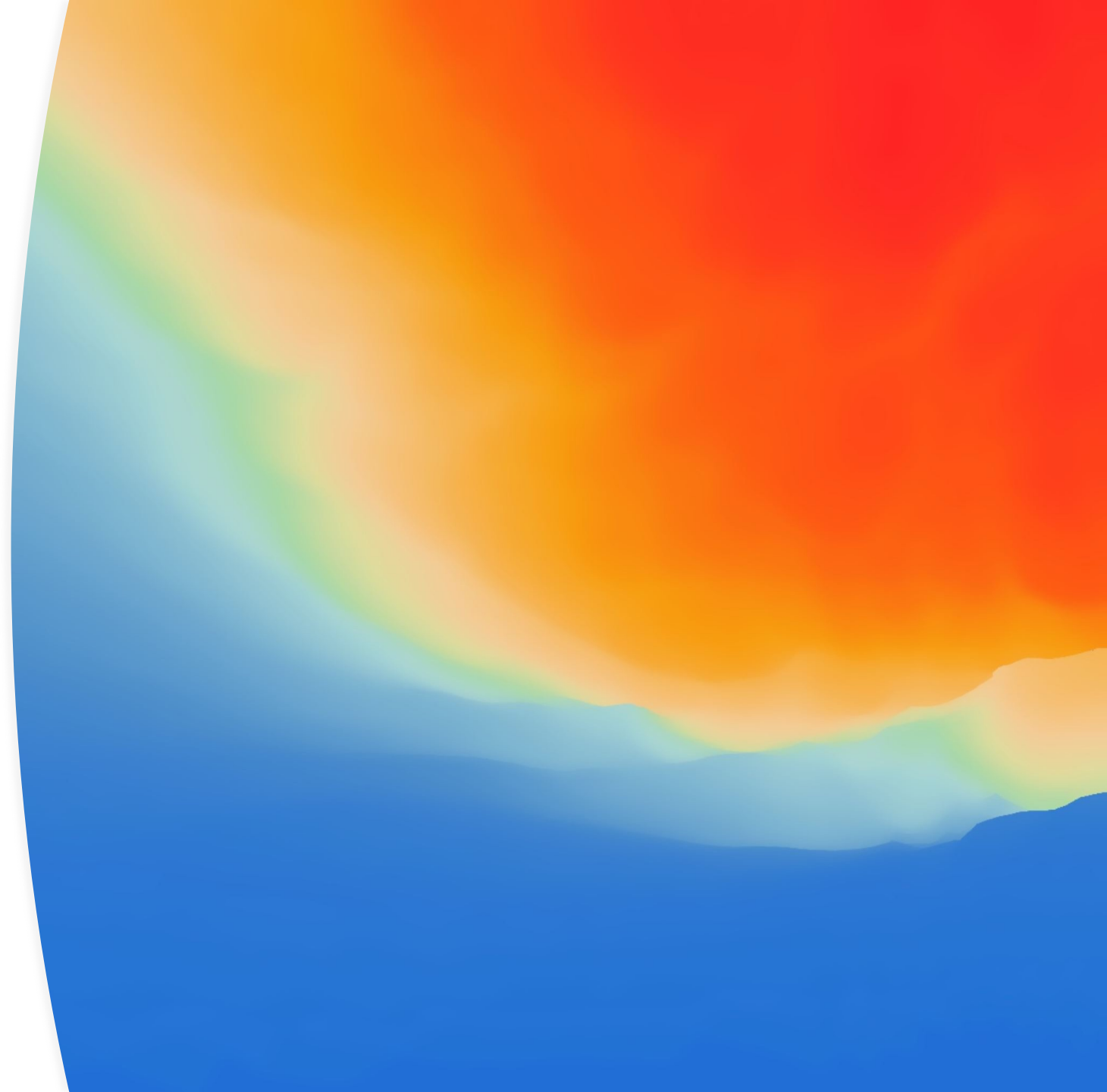
The background image shows a classroom setting. In the foreground, a person is seated at a desk, their back to the camera, holding a smartphone in their right hand. They are wearing blue jeans. On the desk, there is an open notebook with handwritten notes. In the background, a teacher wearing a striped shirt is standing and writing on a chalkboard. The scene is dimly lit, with the primary light source coming from the front, possibly a projector or screen, which is out of focus.

- Half listening or listening while multi-tasking. You are passively listening if you are also texting.



What gets in the way of active listening?

- Distractions
- Interruptions
- Thinking of answers or questions
- Needing to voice disagreement
- Red flag ideas – emotional triggers



Techniques to improve listening

- Limit distractions
- Focus carefully on what is being said. Your job is to keep attending to the message until the speaker stops.
- Hold back on forming AND asking questions until the point or section is finished.
- Use questions to clarify and check your understanding
- After each class summarise what you have been told in your own words. If you don't know what has been said, go back over the info again.