

Active listening

The Importance of Listening

1. To receive information accurately:

Active listening helps in receiving information accurately. By asking questions promptly and clarifying the key message during a conversation, ones' thoughts and feelings can be better understood in order to reduce misunderstandings with others.

2. To promote interpersonal relationships

Being listened makes people feel valued and more willing to express their thoughts and share their feelings.

Concentrate and Focus skills

Pay full attention, maintain eye contact, and observe the speaker's facial expressions and body language.

Clarification skills

- A. Use closed-ended questions:

- To guide towards a more straightforward response, like "Yes" or "No"

- B. Use open-ended questions:

- To get more specific and accurate information, and encourage others to express their opinions
- We can use the Six "W" (6W) to ask questions:
 1. What happened?
 2. Where did it happen?
 3. When did it happen?
 4. Why did it happen?
 5. Who was involved?
 6. How did it happen?

- ☆ To be an excellent listener, we need to use our "ears" to receive information, our "eyes" to keenly observe others, and an open and sincere "heart" to pay attention to people's words and observe their feelings and emotional responses.

Paying attention and Understanding feelings of others

- When listening, we can understand people's feelings through their tone, voice, speech and body language. This enabled us to respond appropriately.