

# Effective Listening Skills

# How to Become an Active Listener

- Remember that listening is different from hearing!
- Pay attention
- Listen for Ideas – Not Just Words!
- Show that you are listening
  - Use your body language in doing so (e.g: nod occasionally)

# How to Become an Active Listener...

- Provide feedback
  - Ask questions to clarify certain points. "What do you mean when you say...."
- Defer Judgment
  - Allow the speaker to finish his/her point. Do not interrupt with counter arguments
  - Don't mentally prepare a rebuttal

# How to Become an Active Listener...

- Respond Appropriately
  - Be open and honest in your response.
  - Voice your opinions respectfully.

# The End