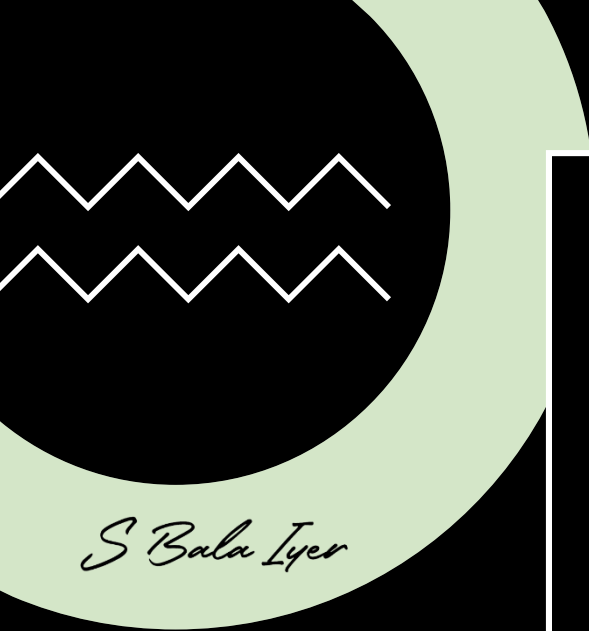




# ACTIVE LISTENING

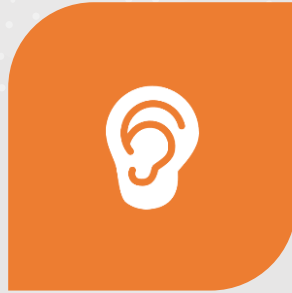


## AGENDA

- **Levels Of Listening**
- **Barriers to Listening**
- **Filters**
- **What is Active Listening**
- **Why is it important?**
- **Six Active Listening techniques**
- **Tips for Active Listening**
- **Impact & Benefits of Active Listening**

# Three Levels of Listening

26-11-2021



**ABSENT LISTENING** — OCCURS WHEN YOU AND THE SPEAKER ARE ON A COMPLETELY DIFFERENT WAVELENGTH DUE TO A LACK OF CONCENTRATION OR PHYSICAL INVOLVEMENT (E.G. EYE CONTACT), OR WHEN YOU ARE JUST NOT PROCESSING WHAT YOU ARE HEARING (E.G. REPLYING WITH A SEPARATE TOPIC WITHOUT ADDRESSING THE SPEAKER'S WORDS)



**PARTIAL LISTENING** — OCCURS WHEN YOU HEAR SOME OF WHAT THE SPEAKER SAYS WITH FLUCTUATING ATTENTION AND MODERATE CONCENTRATION. YOU TYPICALLY RESPOND BASED ON THE OVERALL IMPRESSION GLEANED, RATHER THAN ADDRESSING SPECIFIC DETAILS MENTIONED BY THE SPEAKER



**FULL LISTENING** — OCCURS WHEN YOU CAN DIGEST MOST OR ALL OF THE INFORMATION WITH THE ABILITY TO REPLY TO THE OTHER PERSON IN PROPER, WHICH REQUIRES YOUR MAXIMUM ATTENTION AND CONCENTRATION, AS WELL AS A GOOD LEVEL OF EYE CONTACT.

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# BARRIERS TO LISTENING

1. **Environmental barriers** — background noise, distance between the speaker and the listener, poor seating arrangement, interruption from an unexpected situation
2. *S Bala Iyer* **Barriers related to the speaker** — talking too fast, objecting to what the speaker is saying, the complexity of the content, incomprehensible accents
3. **Intrinsic barriers** — impatience, wandering thoughts, disinterested in what the speaker is saying, selective hearing



# FILTERS

1

**BELIEFS FILTER** — having a preconceived idea and making assumptions about what the other person is saying without allowing him or her to elaborate further

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2

**EXPERIENCE FILTER** — using one's experience filter to project onto the other person's situation while dismissing the unique problems that he or she is facing

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3

**MOOD FILTER** — to be negatively affected by what the other person is saying and to respond in a defensive matter to justify oneself

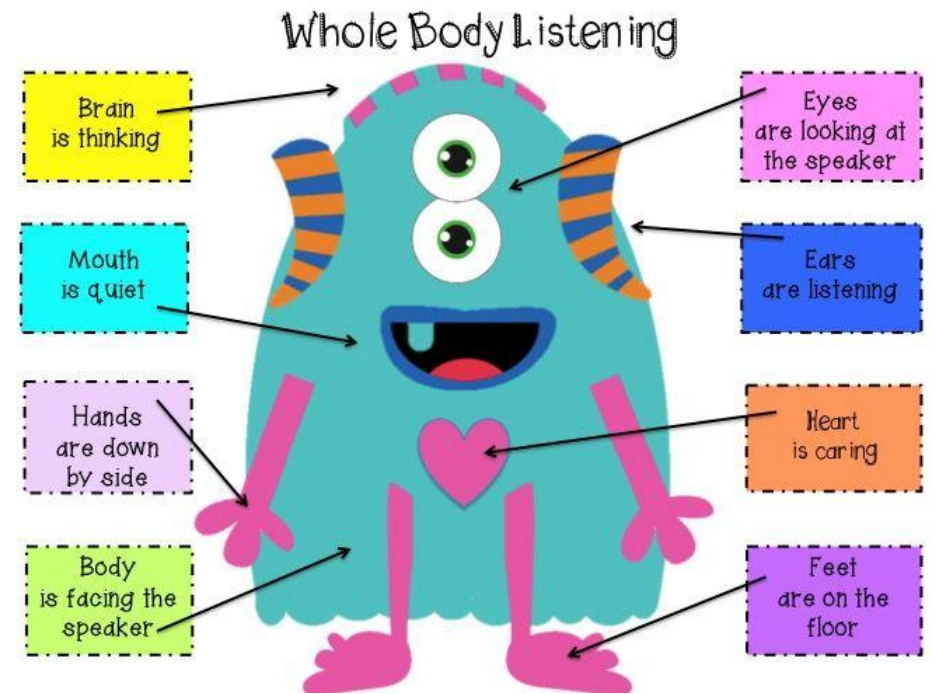
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# ACTIVE LISTENING

What is active listening?

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Why is it important?



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# ACTIVE LISTENING

## 6 KEY ACTIVE LISTENING SKILLS



1. PAY ATTENTION.



2. WITHHOLD JUDGEMENT.



3. REFLECT.



4. CLARIFY.



5. SUMMARIZE.



6. SHARE.

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### Active Listening Skills

Build trust and establish rapport.



Ask specific questions.



Demonstrate concern.



Use brief verbal affirmations like:



Active listening techniques can help you truly understand what people are saying in conversations and meetings

the balance

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Listen to Understand

Ask Deeper Questions

Avoid Interruptions

Take Non-verbal Cues

Slow Down, Practice Silence

Train Mind, Don't be Distracted

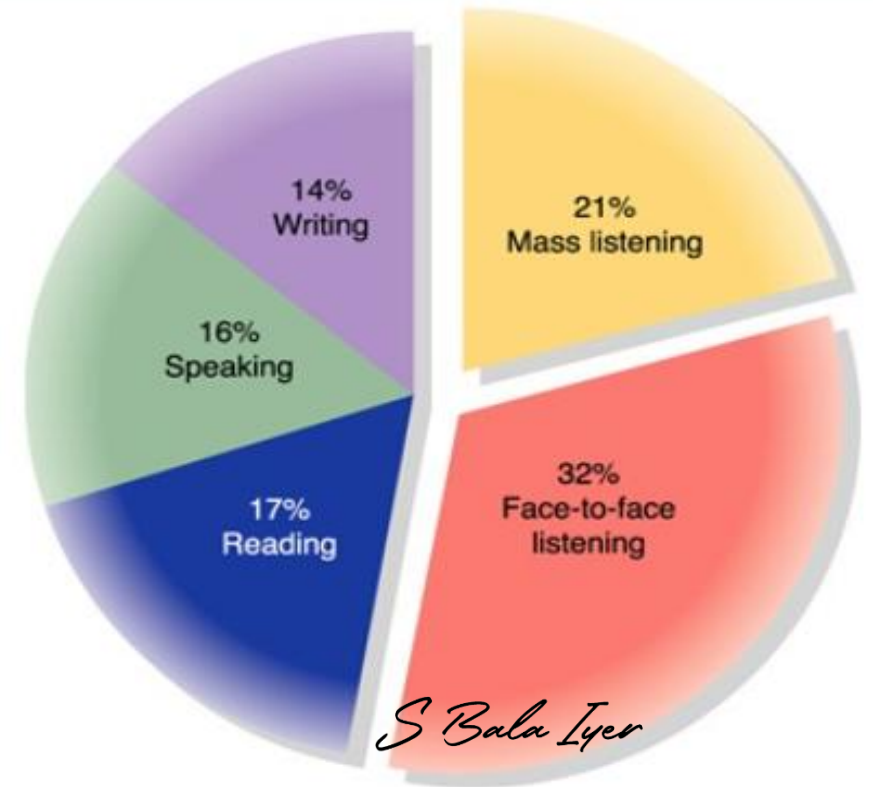
Withhold Judgement

ACTIVE LISTENING SKILLS

# ACTIVE LISTENING

## Listening: How Important Is It?

- 55% college student's time
- 60% of executives' time
- At work:
  - Ability to listen effectively: "Ideal skill" for managers
- At home
  - Listening = important ingredient of relational satisfaction
  - Listening to personal narratives, fundamental to humanity and well-being.





# ACTIVE LISTENING

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## The Importance of Effective Listening

- **Better understanding of facts and ideas**
- **Avoid miscommunication**
- **Gain new knowledge**
- **Become more effective**
- **Build better rapport**
- **Improve quality of our relationships**

# 6 KEY ACTIVE LISTENING SKILLS



1. PAY ATTENTION.



2. WITHHOLD JUDGEMENT.



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*S Bala Iyer*

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## ACTIVE LISTENING

# ACTIVE LISTENING

## PAY ATTENTION



- Set a comfortable **tone**
  - Allow “wait time” before responding.
  - Don’t cut off, finish their sentences, or start formulating your answer before they’ve finished.
  - Pay attention to your **body language** as well as your **frame of mind** when engaging in active listening.
  - Be **focused on the moment**, and operate from a **place of respect** as the listener.
- S Bala Iyer*

# ACTIVE LISTENING



## WITHHOLD JUDGEEMENT

- Open mind.
- Be open to new ideas, new perspectives, and new possibilities
- Even when good listeners
  - Strong views
  - Suspend judgment
  - Hold any criticisms
  - Avoid arguing
  - Selling their point right away

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# ACTIVE LISTENING

## REFLECT



- When you're the listener, don't assume that you understand correctly — or that they know you've heard them.
- Mirror your speaker's information and emotions by periodically paraphrasing **KEY POINTS**.
- Reflecting indicates that you and speaker are on the same page.
- For example, your speaker might tell you, "Rahul is so loyal and supportive of her people — they'd walk through fire for her. But no matter how much I push, her team keeps missing deadlines."
- To paraphrase, you could say, **"So Rahul's people skills are great, but accountability is a problem."**  
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- If you hear, "I don't know what else to do!" or "I'm tired of bailing the team out at the last minute," try helping your speaker label their feelings: **"Sounds like you're feeling pretty frustrated and stuck."**

# ACTIVE LISTENING

## CLARIFY



- Ask questions that's **ambiguous**
  - “Let **me see if I’m clear.** Are you talking about ...?” or “**Wait a minute. I didn’t follow you.**”
  - Open-ended, clarifying, and probing questions
  - Self-reflection and problem solving, rather than justifying or defending a position,
  - “What do you think about ...?” or “Tell me about ...?” and “Will you further explain/describe ...?”
- S Bala Iyer*

# ACTIVE LISTENING

## CLARIFY



- Emphasis is on **asking** rather than **telling**.
- Invites a **thoughtful response** and maintains a spirit of **collaboration**.
- “What are some of the specific things you’ve tried?”
- “Have you asked the team what their main concerns are?”
- “Does Rahul agree that there are performance problems?”
- “How certain are you that you have the full picture of what’s going on?”

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# ACTIVE LISTENING

## SUMMARIZE



- Restating key themes
- Solidifies your grasp of the other person's point of view.
- Helps to be **clear on mutual responsibilities** and follow-up.
- Briefly summarize what you have understood and ask the other person to do the same.
- Giving a **brief restatement of core themes**
- Let me summarize to check my understanding.
- Did I get that right?
- Restating key themes helps to be clear on mutual responsibilities and follow-up

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# ACTIVE LISTENING

## SHARE



- Active listening is understanding the other person, then about being understood as the listener.
- As you gain a clearer understanding of the other person's perspective, you can begin to introduce your ideas, feelings, and suggestions.
- You might talk about a similar experience you had or share an idea that was triggered by a comment made previously in the conversation.

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# ACTIVE LISTENING

SHARE



- Once the situation has been talked through in this way, both you and your speaker **have a good picture of where things stand.**
- From this point, the conversation can shift into problem-solving.
  - What hasn't been tried?
  - What don't we know?
  - What new approaches could be taken?
- Continue to **query, guide, and offer,** but don't dictate a solution.

*S Bala Iyer*
- Your speaker will feel more confident and eager if they think through the options and own the solution.

# Tips to Active Listening

- **Limit distractions.** Silence any technology and move away from distractions so that you can pay full attention to the other person. Take note of the **person's tone of voice and body language as well.**
- **Pay attention to what's being said, not what you want to say.** Set a goal of being able to repeat the last sentence the other person says. This keeps your attention on each statement.
- **Be okay with silence.** You don't have to always reply or have a comment. A break in dialogue can give you a chance to collect your thoughts.
- Encourage the other person to **offer ideas and solutions** before you give yours. Aim to do 80% of the listening and 20% of the talking.
- **Restate the key points** you heard and ask whether they're accurate. "Let me see whether I heard you correctly..." is an easy way to clarify any confusion.

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# Impact of Active Listening

- Being a strong, attentive listener will help you be a **strong leader** as well.
- Your co-workers and direct reports will **respect** you more
- You'll likely see **improvements in your relationships** with them as a result. *S Bala Iyer*
- If you work to develop your active listening skills, you'll not only become **known as a good listener**, you'll become a **better leader** as well.

# Benefits of Active Listening

- It builds deep trust between you and the speaker.
- Allows you to broaden your perspective – you **don't simply attach your own opinions and biases** to someone else's message.  
*S Bala Iyer*
- Makes you **approachable and strengthens** your patience.
- It increases **competency and knowledge**, saves time and money, and helps detect and solve problems.

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# ACTIVE LISTENING

THANK YOU FOR YOUR TIME

Compiled by Bala Iyer