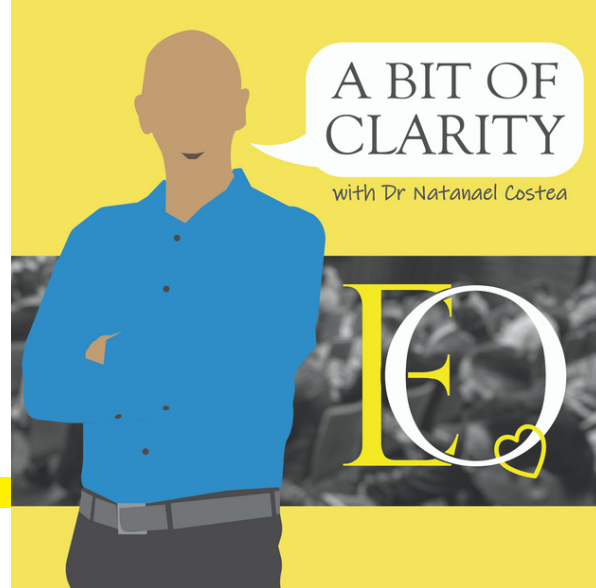


EP 032

ACTIVE LISTENING



SHOW NOTES

OBJECTIVE

> Develop an understanding of active listening.

UNDERSTANDING ACTIVE LISTENING

Active listening is the art of giving full attention to others when we converse. Communication theory talks about the sender, the receiver, the message, and the noise. Unfortunately, the **noise** has become the most prominent sound in our lives. This noise includes physical noise, such as a car driving by, as well as physiological noise, such as what we are thinking while the other person speaks to us.

Therefore, **listening is an active process**. As we listen more sensitively to people, they start to listen to themselves more carefully and pay attention to their thoughts and feelings. You are also far more likely to develop and deepen social connections, which can feel good for our need to belong.

LISTENING MISTAKES

The most common mistakes we make when listening to other people are:

1. **Daydreaming** (pretending to listen but not hearing),
2. **Thinking of what to say next** (listening to respond, not to understand) and
3. **Judging with bias** what is being said (imposing our view and perspective, not the the sender's).

THE STEPS IN THE ART OF ACTIVE LISTENING

1. **Nonverbal involvement.** Listen with they eyes, with the eyebrows, with the nod and with attentive affirmations.
2. **Pay attention to the speaker, not your own thoughts.** Understand their thoughts, not yours, their view, not yours.
3. **Practice Non-Judgment.** You don't need to agree or disagree, just hear them out by offering the your presence.
4. **Tolerate silence.** Silence is your best friend. It's respectful and takes you deeper. It's the precursor to breakthrough.
5. **Paraphrase.** Repeat in your own words what they are saying, demonstrating care and understanding.
6. **Ask questions.** Ask follow up questions. Refuse the impulse to tell your story on the topic.
7. **Respond with respect.** By showing respect in your response, you show the speaker that they are worthy of respect.

APPLICATION

> Think of a situation where you can apply active listening and go through the seven steps above writing down specific actions you will undertake.

RESOURCES

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