

The image features five light purple circles arranged in two rows. The top row contains three circles, and the bottom row contains two circles. The text 'Active Listening' is centered over the middle circles of the top row.

# Active Listening

The title is centered at the top of the slide. It is flanked by five circles: a solid light purple circle on the far left, a hollow light purple circle, a solid light purple circle, a hollow light purple circle, and a solid light purple circle on the far right.

# What is active listening

- Process of attending carefully to whatever you are listening to.

# The Active Listening Process

- If we can't hear, we can't listen
  - Noisy environments interfere with our ability to hear
  - To remedy problem:
    - ask the speaker to speak louder
    - move to a quieter location

# Interference with listening

- Boredom
  - reframe outlook by withholding judgment
  - think about what can learn from the speaker
- Prejudice  
(thinking message is unimportant or believing the speaker misguided)
  - reframe outlook by withholding judgment
  - think about what can learn from the speaker
- Emotions (particularly anger)
  - Take a break to relax
  - Refocus before attempting to listen again

# Understanding a speaker's message

- Key component in the active-listening process
  - If can't make sense of the speaker's statements--ask questions
  - Asking questions fosters understanding & keeps focus on what's being said



# Respond to the speaker

- Give observable feedback
- Ask questions
- Paraphrase what the speaker has said
- Respond nonverbally
  - eye contact
  - body orientation
  - posture

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# Remember what was said

- Take notes on the gist of the statement
- Not only does the act of writing reinforce memory, but you'll also have a record of what was said.



# Barriers to Active Listening

- Information overload
  - We give too much information in a speech or presentation
- Audience Preoccupation
  - As speakers we have the duty to know, or at least understand, our audience.



# Barriers to Active Listening Con't

- Think Ahead

- We need to build structure and organization in our speech.
- If the eyes glaze over, then there's something wrong with our presentation.

- Noise

- Not all our public speaking will be in a rarefied auditorium with pitch perfect acoustics
- Speak up, tone up and emphasize the key points.

# Barriers to Active Listening Con't

- Audience Exhaustion

- We should be alert to the audience's physical tiredness
- Be ready with some participative exercises, change the pace or use more multimedia