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Exercises

- ❑ What are the differences between Hearing and Listening?
- ❑ State the benefits of Active Listening
- ❑ State the importance of Listening skills.
- ❑ Explain four effective listening tips.

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Are you a good listener? Do you wonder if you could be better? Good listeners can stay present and engaged with what is being said. This article will describe a listening technique called active listening. It's useful in building therapeutic relationships and creating empathy. You will learn the benefits of active listening and how it makes you a better communicator. And we will provide a list of the skills needed and techniques to learn exactly how to practice this. Finally, we'll go over common pitfalls that keep us from being good listeners. Before you continue, we thought you might like to download our three Positive Communication Exercises (PDF) for free. These science-based tools will help you and those you work with build better social skills and better connect with others. What is Active Listening? 3 Principles Often, while we are listening, we are thinking of how we will respond. We might get distracted and miss some of what was said. We may not be paying much attention to the nonverbal communication cues of the speaker. Active listening requires the listener to pay close attention to what is being communicated verbally and nonverbally. The listener is encouraged to interpret not only the content of what is being said, but also the emotions present and the body language. In order to achieve this, the listener must be willing to devote energy to the task. They will need to have an excellent attention span and honed empathic abilities. Active listening has even been referred to as the "measurable dimension of empathy" (Olson & Iwasiw, 1987, p. 104). There are three main components of successful active listening (Rogers & Farson, 1987): Listen for total meaning When someone is conveying a message, there are two meanings to gather: the content and the feeling or attitude underlying the message. An active listener is not only tuned in to the information conveyed, but also how it is conveyed and any nonverbal cues present. Respond to feelings After listening, when a response is appropriate, the listener should respond to the feeling of what was said. In this way, the speaker feels understood and empathy is established. Note all cues Nonverbal cues include tone of voice, facial or body expressions, and speed of speech. All of these taken together can convey a much deeper meaning than merely the content of what was said. Carl Rogers's take on active listening Psychologists Carl Rogers and Richard Farson (1987) are responsible for defining the concept of active listening. They describe the skill as vitally important for effective communication. For Rogers, the ultimate goal of active listening was to foster positive change (Rogers & Farson, 1987). This change can occur in the context of a group. Rogers described three important principles in effective counseling: empathy, genuineness, and unconditional positive regard. Active listening is a tool that fosters and supports these principles. Empathy is demonstrated in active listening by the listener reflecting the thoughts and feelings of the speaker. These thoughts and feelings are believed, supported, and respected. They are not dismissed or challenged. Rogers stresses that in order to be successful in active listening, the listener must be authentic in their care. This reflects the principle of genuineness. Active listening can't be faked. Active listening requires true feelings of respect toward the individual speaking. The listener accepts and supports the speaker regardless of the content of their words. This illustrates the principle of unconditional positive regard. Is It Important in Communication? 4 Benefits Active listening is often referred to as a "soft skill," meaning that it is useful in many contexts and beneficial in most professions. It is also a skill that will benefit the listener in their life outside of work. Whether at work or in casual conversation, active listening can provide a safe and empathetic space for a speaker, fostering feelings of trust. Active listening in counseling Active listening has been shown to be a vital skill in counseling. Empathy and empathic listening foster the therapeutic relationship, and the relationship between therapist and client has been shown to be the one of the most crucial and stable predictors of client success (Martin, Garske, & Davis, 2000). Another benefit of learning active listening as a counselor is that it may increase self-efficacy. Levitt (2002) examined the impact of teaching active listening to counseling students and found that this skill created greater levels of confidence in the students and helped to reduce their anxiety as new counselors. Active listening in the workplace Kubota, Mishima, and Nagata (2004) examined the effects of an active listening training program on middle managers, finding positive results. In workplaces, a large portion of stress experienced by employees comes from interpersonal relationships. The study showed that teaching managers who learned active listening skills were better able to support employees with mental health issues, providing a safe environment for them to share their difficulties without judgment. This led to calmer behaviors and more success (Kubota et al., 2004). Can active listening skills even work through text conversations? Perhaps so. A unique and interesting study looked at the application of active listening to written communication online (Bauer & Figl, 2008). This case study was examining soft skills among computer science students and to see if active listening could come across in instant message conversations. Bauer and Figl (2008) found that all the different techniques of active listening translate well into text conversations and that using these techniques had positive outcomes in communication. Although the students showed skepticism that it would work, they found that all the skills worked well, even online. Active Listening Skills You Can Foster Active listening requires a skill set that differs from typical everyday listening. Not only are you using the principles of empathy, genuineness, and unconditional positive regard, but you must also develop certain skillful ways of interacting. It's useful to begin with the body language of the listener (Robertson, 2005). How do you know when someone is listening to you? Maintaining eye contact and appropriate facial expressions is important to convey empathy and attention. As with all aspects of active listening, these indicators shouldn't be forced or faked. They are simply a reflection of your genuine attentiveness. It also helps to remove distractions from the environment. Depending on the context, you may desire to set up an environment that conveys peace and quiet. If you are in a public place, putting away distractions or moving to a quieter location can also be helpful. Another skill is following (Robertson, 2005). To actively follow what the speaker is conveying, you allow space for them to speak, reducing or eliminating questions and giving space for silence. In a non-active listening situation, there may be quick back and forth, many rapid questions, or people may talk over one another. With active listening, the speaker is given the time and space to speak as much as they want. And they are encouraged to continue. A third skill is reflecting (Robertson, 2005). This is the skill of repeating what you heard the speaker say, but avoiding parroting it back verbatim. You are trying to capture the essence of what they said and reflect it back to them. You may also try to capture the feelings that are conveyed. This is always done without expressing judgment and with the goal of understanding. It may even be useful to ask if you have it right before asking them to continue. 7 Techniques to Train Your Active Listening Skills Here are seven common active listening techniques (Bauer & Figl, 2008). Each technique is listed with an example and an explanation of the use. Technique Purpose To achieve it Examples Paraphrasing Convey interest Encourage the speaker to keep talking Restate the information just received with your own words. "So you showed up at the meeting on time." Verbalizing emotions Show that you understand Help the speaker to evaluate their own feelings Reflect the speaker's basic feelings and emotions in words. "And this made you really angry." Asking "And after that, John did not react?" Summarizing Review progress Pull together important ideas Establish a basis for further discussion Restate major ideas expressed, including feelings. "These seem to be the key ideas you've expressed." Clarifying Clarify what is said Help the speaker see other points of view Ask questions for vague statements. Restate wrong interpretations to force further explanation. "You said that you reacted immediately. Was this still on the same day?" Encouraging Convey interest Encourage the speaker to keep talking Disagree. Use varying intonations. Offer ideas and suggestions. "Then your manager approached you. How did they behave?" Balancing Get more information Help the speaker evaluate their own feelings "Did you perceive the inconvenience to be worse than not being taken seriously?" 3 Counseling Exercises & Activities Use the below suggestions to help your clients improve their listening. Practicing with a partner For counselors in training, it is important to practice active listening with a partner. One partner shares a story of something emotional that happened, and the listener will practice the following techniques: Demonstrating listening through body language and nonverbal responses Reflecting back the content of what the partner shared Reflecting back the emotions that the partner shared It's important to check in with your partner after you've reflected to be sure that it's accurate. Mindful listening group practice In many ways, active listening is a mindfulness practice. The listener is trying to stay focused on the present, with what is being shared. And they are working to accomplish this without judgment. Here is an excellent activity to practice mindful listening in a group. Have the group sit in a circle. Offer an ice breaker question or prompt, such as something they are grateful for today. Rather than go around the circle, ask participants to share spontaneously when they feel ready. Invite them to notice if they are thinking about their answer, rather than listening. Ask them to be present with the person who is sharing. Challenge them to notice if they are uncomfortable with the silences. Mindful listening alone At any moment, you can drop in and practice mindful listening. Simply stop what you are doing, close your eyes, and try to see how many sounds you can hear around you and within you. Notice if there are judgments arising and try not to attach to them. Stay with the flow of sounds for as long as you can. 3 Worksheets to Practice Active Listening These worksheets also provides an interactive way to assist clients. Listening Accurately This worksheet offers a five-step process to improve your communication skills with another person. It would be a useful tool for working with couples or anyone who would like to hone their listening skills. The five steps are: Step in their shoes. Fact-check your interpretation. Give your full attention. Clarify what they've said. Clarify what you've said. 500 Years Ago This creative exercise helps both the listener and the speaker develop their empathy by imagining themselves in someone else's place. The listener is instructed to pretend that they have come from the past, 500 years ago. The speaker is trying to explain something to them and must use language that they can understand. Using Small Rewards In working to create a therapeutic alliance, nonverbal communication is key. This worksheet lists some "small rewards," subtle but powerful nonverbal gestures that the therapist can use to let their client know that they hear them and are following along. The worksheet invites the practitioner to listen to a five-minute segment of their session and see how often they were using these nonverbal cues. There is space to reflect on how better to incorporate them and consider why there may have been trouble. Questions to Ask Others: 3 Examples Active listening starts with refraining from questions. It's important that the stage be set by allowing the speaker enough time and space to speak. Start with reflection Begin with reflections and try to capture the feeling of what was said. A reflection mirrors back what the person just said and tries to capture the meaning or the tone. For example, let's say a friend comes to you about a fight she had with her husband. She describes how the argument got heated, and they ended up sleeping separately. She is feeling worried about the state of their marriage. A reflection restates what she said: "Things got really heated last night - so bad you didn't even want to be in the same room." Or "You're feeling really worried because this fight felt so intense."

05.08.2022 · Active Listening Exercises & Techniques. Like all the skills, we can develop active listening through training and practice. For couples. Successful relationships rely on good communication, and communication in relationships can be improved with practice (Greiger, 2015). Validation 20.09.2017 · Practice your listening skills with interactive exercises. Active listening course with online practice: Summarise the conversation exercise. For a week, try concluding every conversation in which information is exchanged with a summary. In conversations that result in agreements about future activities, summarising will ensure accurate follow ... Listening practice Exercises - level A1 . First day at school; Band additions; Describing people; At the library - giving personal information; Getting an ID card; Interview with a swimmer; Introducing a friend; Inviting someone to the cinema; Ordering food in a café; Spelling colours; Spelling names; Understanding numbers; A good night's sleep About Active Listening. The way to improve your listening skills is to practice "active listening." This is where you make a conscious effort to hear not only the words that another person is saying but, more importantly, the complete message being communicated. In order to do this, you must pay attention to the other person very carefully. 29.07.2020 · Here are the 7 Active Listening games, activities and exercises, paired with the essential listening skills that they are designed to help you target and develop. Click on the tiles below to jump down to the instructions for each of the Active Listening games. 29.05.2022 · Learn more about the connection between reading and listening and other strategies to develop active listening skills for kids. For middle & secondary students While teachers can certainly modify the listening activities above for older students (and they do still love a fun game), sometimes students in grades 6-12 need a little extra work to ... Active listening is the practice of preparing to listen, observing what verbal and non-verbal messages are being sent, and then providing appropriate feedback for the sake of showing attentiveness to the message being presented. This form of listening conveys a mutual understanding between speaker and listener. Speakers receive confirmation their point is ... To learn more about active listening, see the article at ... 01.08.2021 · Here are 21 active listening exercises that provide you with different ways to develop effective listening skills. 1. Self-Awareness Exercise. Here's how to do it: Have your participants pair up. One person is instructed to vent to the other about a ... Four Active Listening Training Exercises. Here are four training activities, suggested by Caroline Cooper, that will help you to develop active listening in your contact centre. Exercise 1: Questions and Answers. This call listening activity involves simply asking a group of advisors to write down the answers to two questions.

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