Communicate with Impact

ENGLISH & BUSINESS COMMUNICATION

EVERY GOOD CONVERSATION STARTS WITH GOOD LISTENING

Listening Skills

- The process of receiving ,constructing meaning from ,and responding to spoken and /or non verbal messages
- To hear something with thoughtful attention

Listening facts

- We listen at 125-250 wpm , think at 1000-3000wpm
- 75% of the time we are distracted ,preoccupied or forgetful
- 20% of the time ,we remember what we hear
- Less than 2% of people had formal education with listening

Listening Vs Hearing

- Hearing : Physical process , natural ,Passive
- Listening : Physical & mental process , active, learned process ; a skill
- Listening is hard !

Why is listening hard ?

- 0 –few hours of formal training but 45% of the time we use it
- Endless distractions & ‘multitasking’!

Signs that you are listening

Eyes are on the speaker

Brain is thinking about what is being said



Ears listen carefully

Mouth is quiet

BE A GOOD LISTENER


Pyramid of Listening
EMPATHETIC LISTENING
ATTENTIVE LISTENING
SELECTIVE LISTENING
PRETENDING
IGNORING

Listening : Needs it fulfils

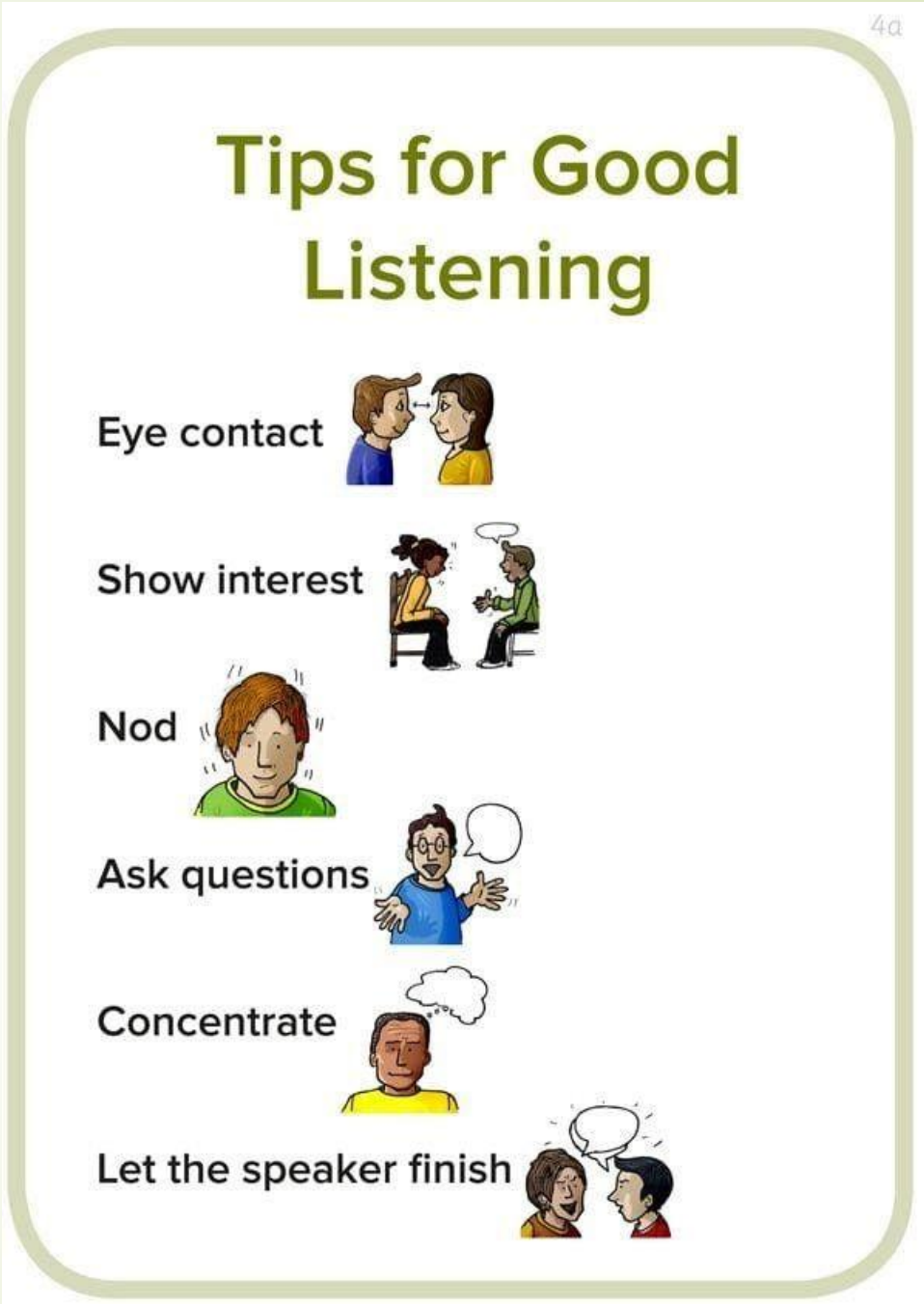
- To be recognized and remembered
- To feel valued
- To feel appreciated
- To feel respected
- To feel understood
- To feel comfortable about a want or need

Listening Blocks

- I must defend my position
- I am looking for an entrance into the conversation
- I don't have time to listen to you
- I already know what you have to say
- I have an advice for you
- No matter what you say, I will only hear what I want to

Steps of good listening

- Remove all distractions
- Make yourself and the other person comfortable
- Body should be turned to the other person
- Maintain eye contact
- Allow the other person to express himself
- Give visual & verbal encouragers
- Reflect feelings
- Paraphrase
- Seek clarification /confirmation
- Respond appropriately



Paraphrasing

- Paraphrasing is simply restating what another person has said in your own words
- Listen carefully to the information ,emotion and the unsaid
- Restate in your own word ,capturing the essence ,reflecting the feeling and removing negative connotation or emotions
- Seek confirmation

Paraphrasing can begin with using some phrases like :

- In other words…..
- I gather that…..
- If I understand what you are saying…….
- What I hear you saying is ……
- Pardon my interruption , but let me see if I understand you correctly

Speaker : "The meeting was unclear and confusing ."

Paraphrase: "I gather that the meeting wasn't clear to you."

Speaker : " I was nervous speaking in front of everyone."

Paraphrase: "What I hear you saying is that you felt nervous making the presentation in front of the group."

Summarizing

- Capture the key points of the speaker
- Shorter version of what the speaker said
- Use to recap ,highlight ,emphasis key points

Can begin with phrases such as :

- If I understand you correctly ,your main concerns are……
- These seem to be the key idea you have expressed ……
- So, to summarise…….

ACTIVE LISTENING

"I hear what you're saying; can you tell me more?"

"That's interesting; can you expand on that?"

"I appreciate your perspective on this."

"How can we address this issue?"

"Can you clarify what you mean by..."

"It sounds like you're saying..."

"What I'm hearing is..."

"What steps can we take to improve this?"

"I appreciate your input. Let's discuss this further."

"What challenges do you foresee?"

"What do you think is the best solution?"

"Can you elaborate on that?"

"How does this align with your overall goals?"



"How does that make you feel?"

"Thank you for sharing your thoughts."

"I understand; can you provide an example?"

"What are your main concerns here?"

"How do you see this playing out?"

"Can you walk me through your process?"

"What support do you need to move forward?"

"That's a great point. How did you come to that conclusion?"

"How can we ensure we're on the same page?"

"Great insight! Can you elaborate?"


12 Active Listening Skills
PAY ATTENTION
SUMMARIZE
DON'T INTERRUPT
MAINTAIN EYE CONTACT
SHOW INTEREST
REQUEST CLARIFICATION
USE POSITIVE BODY LANGUAGE
PARAPHRASE
WITHHOLD JUDGEMENT
SHOW EMPATHY
REPEAT KEY PHRASES
SHARE

Speaker	Wrong Response	Right response
I ‘ve been feeling overworked and I couldn’t complete the task on time	Everyone has work pressure .You need to manage time better .	I hear that you are feeling overworked. Can you help me understand what made it challenging ?
I wasn’t clear about the clients requirement .	You should have asked earlier .This is basic.	It sounds like the requirements weren’t clear to you .What part was specifically confusing ?
I didn’t ask for help because I thought I could manage it.	That was your mistake.	So you felt that you could handle on your own. What made you feel that way?
I don’t know how to handle this situation better next time.	Just plan properly next time.	What do you think, might help you ,handle a similar situation more effectively, next time?
I felt stressed and didn’t want to bother anyone.	You are overthinking. It’s not a big deal.	I can understand why you feel stressed. It’s not always easy to reach out for help.

- **ACTIVE LISTENING is not just hearing words –It is understanding emotions, asking the right questions and responding with Empathy.**

- **Formula for active listening**

Acknowledge → Reflect → Ask

Example

I understand you feel stressed. (Acknowledge)

It sounds like the workload was high. (Reflect)

What support would help you? (Ask)