



# ACTIVE LITSTENING

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# What is Active Listening?

- Listening is the act of being alert and ready to hear something said by someone else.
- Listening is giving your attention to hear something.
- Active listening, therefore, is the process that requires that the listener fully pays attention, concentrates, understands, responds and then remember what is being said.



# ACTIVE LISTENING INVOLVES



01

Paying attention through verbal and non-verbal cues such as eye-contact, nodding your head, leaning forward, -----, ----- and -----  
(fill in other three gestures that tell you if someone you are talking to is listening actively)

02

Paraphrasing what has been said (for example you visit a nurse and explain to them that your tooth hurts when you eat, afterwards, the nurse says "So what you're saying is when you eat you feel pain on your tooth")

03

Summarizing the content of what the speaker was saying. In summarizing we use general phrases like

- *"Overall, it seems that.."*
- *"From what you said..."*
- *"Reviewing what you said so that we are clear...."*

04

Interpreting;  
This refers to your ability to receive the message and explain it in your own meaning or understanding. You may use statements like

- *"I get the impression that..."*

05

Reflecting/acknowledging feelings of the speaker by showing them that you understand how they feel.

- *"You sound so upset about it"*
- *"This has made you angry..."*

06

People sometimes listen without understanding what the speaker is saying. Always engage with the speaker by sharing your feedback or asking questions for effective communication. Ask thoughtful questions to clarify your doubts.



# Types of Listeners



# People-Oriented Listener



Listeners that demonstrate people-oriented preferences show care and concern for others' feelings or emotions. They try to find areas of interest between themselves and the speaker. They often tell a personal story to calm down members who may be upset and angry. For example, an audience is crying for listening to the history of Mother Teresa or a documentary about genocide.



# Action-Oriented Listener

Listeners demonstrate action-oriented preferences when they jump ahead to get the point quickly. They give clear feedback concerning expectations. They also encourage others to be organized and go straight to the point. They don't want speakers to beat around the bush.

# Time-Oriented Listener

Listeners demonstrate time-oriented preferences when they let others know how much time they have to listen or tell others how long they have to meet. For Example: Listeners may ask how long will it take for you to finish speaking or they may even give cues to others when time is being wasted.

# Content-Oriented Listener

Listeners demonstrate content-oriented preferences when they test or evaluate facts and evidence. They pay more attention to technical information rather than general information. Content-Oriented Listeners enjoy receiving complex or challenging information. They are very careful to evaluate information before forming an opinion about the information by asking questions.

For example, an audience just raises his hand and asks the speaker that may we have an example regarding this issue.



# **BARRIERS to Active Listening**



**01**

## **Physical Barriers**

Unfavourable conditions such as such as too much noise, hunger, cold etc draw away the attention of the listener because they make him or her uncomfortable eventually drawing away their attention.

**02**

## **Physiological Barriers**

The physical state and disabilities of the listener affects the listening. Hearing process starts with listening and hearing disability automatically affects the listening mechanism of the listener.

**03**

## **Psychological Barriers**

These have to do with the attitude and behaviour of the listener. If the listener does not like the speaker, they are unsure of the speaker and his content then they will not pay attention to them.

**04**

## **Language Barriers**

The use of technical terms (jargon), unfamiliarity of the language used by the speaker, use of slang or offensive words may also affect the ability of the listener to listen attentively.

# Exercise/Deliverables

- What type of a listener are you?
- How many other types of listeners have you ever encountered
- Are you flexible enough to switch from one type of listener to another? If yes, which one?
- Why is it important to be an active listener?
- What barriers do you encounter when listening to your teachers in class?



BE AN ACTIVE LISTENER

**THANK YOU**

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