NAME: TANKO TESSY

DEPARTMENT: PEACE AND CONFLICT STUDIES

COLLAGE: SMS

MATRIC NO: 19/SMS10/008

KEY THEME OF ACTIVE LISTENING

‘Active listening’ is the term first coined by psychologists, Carl Roger and Richard Farson in 1957 .Active listening is when you are fully aware and concentrate on what is being said rather than passively hearing what the speaker is trying to convey .The goal active listening is to acquire information, listening to understand what people are trying to convey without being judgemental.is a skill that acquired and developed with practice. However, active listening can be difficult to master and will Therefore take and patience to develop. Active can also be refer to as its name suggest, actively listening passively ‘hearing’ the message of the speaker, it is important that the active listener is also ‘seen’ to be listening otherwise the speaker may conclude that what they are talking about is uninteresting to the listener. Interest can be conveyed to the speaker by using both verbal both verbal and non-verbal message such as maintaining eye contact, nodding your head and smiling, agreeing by saying ‘yes or simply ‘mmm hmm’ to encourage them to continue. By providing this ‘feedback’ the person speaking fully concentrate, understand respond and then remember what is being said this is opposed to other listening techniques like reflective listening and empathic listening. Reflective listening is where the listener repeats back to the speaker what they have just heard to confirm understanding of both parties empathic listening is where the listening is about being able to accept new perspectives on the troubled topic that is the reason of emotional suffering listening skills may establish flow rather than closed minded negative emotions include stress, anger and frustration. Active listening not only means focusing fully on the speaker but also actively showing verbal and non-verbal sign of listening. Listening is the ability to accurately receive and interpret messages in the communication process. Listening is key all effective communication without the ability to listen effectively, message and easily misunderstood as a result, communication breaks down and the sender of the message can easily become frustrated or irritation. Note: Did you know people spend between 70%-80% of their day engaged in some form of communication, and about 55% of their time is devoted to listening but the question is, do they actively listen…

Active listening is very importance so that we can get feedback from the receiver. The sender should enable to pass down clear information so that the receiver will be able to understand the message the sender should take note of the movement of the receiver because there is different of listening and hearing that the mistake we all make when it comes to passing of information note; hearing refers to the sound that enter your ears it is a physical process that, provided you do not have any hearing problems. If there is one communication skill you should aim to master, then listening is it. Active listening skills can lead to fewer mistakes and increased sharing of information that in turn can lead to more creative and innovative work and greater idea, that’s what the key of active listening will let us understand. The listening ability can vary from person to person. But the good part is that it is a skill and can be acquired with time and patience. It is about focus understanding and looking at things from different perspective for the greater good.

SIGN OF ACTIVE LISTENING

1. Non-verbal signs of attentive or active listening: This is a general list of non-verbal sign of listening, in other words people are listening are more likely to display at least some of these signs may not be appropriate in all situations and across all cultures.

* SMILE

Small smiles can be used to show that the listener is paying attention to what is being said or as a way of agreeing or being happy about the message being receiver combined with nods being listened to and understood.

* Eye contact

It is normal and usually encouraging for the listener to look at the speaker. Eye contact can however be intimidating especially for shy speaker. How much eye contact is appropriate for any given situation, combine eye contact eye contact with smile and other non-verbal message to encourage the speaker.

* Posture

Posture can tell a lot about the spender and receiver in interpersonal interaction. The attentive listener tends to lean slightly forward or sideway whilst sitting other sign of active listening may include a slight slant of the head of resting the head on one hand.

* Mirroring

Automatic reflection/ mirroring of any facial expressions used by the speaker can be a sign of attentive listening. These reflective expression can help to show sympathy and empathy in more emotional situations attempting to consciously mimic facial expressions (i.e not automatic reflection of expressions) can be a sign of inattention.

* Distraction

The active listener will not be distraction and therefore will refrain from fidgeting, looking at a clock or watch, doodling, playing with their hair of picking their hair of picking their fingernails.

1. Verbal sign of attentive or active listening

* Positive Reinforcement

Although a strong signal of attentiveness caution should be should be used using positive verbal reinforcement. Although some positive words of encouragement may be beneficial to the speaker the listener should use them sparingly so as not to distract from what is being said or place unnecessary emphasis on parts of the message casual and frequent use of words and phrases such as; ‘very good’ ‘yes’ or ‘indeed’ can become irritating to the speaker. It is usually better to elaborate and explain why you are agreeing with a certain point

* Remembering

The human mind is notoriously bad at remembering detail, especially for only length of time. However remembering a few key points, or even the name of the speaker can help to reinforce that the message sent have been received and understood i.e listening has been successful. Remembering detail ideas and concepts from previous conversation proves that attention was kept and is likely to encourages the speaker to continue. During longer exchange it may be appropriate to make very brief note to act as a memory jog what questioning or clarifying later.

* Questioning

The listening can demonstrate that have been paying attention by asking relevant questions and or making statements that build or help clarify what the speaker has said by asking relevant question the listener also help to reinforce that they have an interest in what the speaker has saying.

PRODUCTIVITY:

Active listening has countless benefit when it comes to employee productivity.

In a workplace, when view and idea of the employees are not heard by the higher management, it fuels employees’ resentment and results in low productivity proper feedback and activity considering views and ideas of employees are vital for a healthy workplace and performance. Having said that it is also important to assure that the community flows from both the direction, only than a culture of mutual trust and understanding can be developed. It is always a two-way process.

TIPS: Give and take effective feedback and acknowledge.

RESOLVES CONFLICT:

Conflicts and mishaps are inevitable in any workplace. The reason for this can vary from a minor misunderstanding or a major debacle. Misunderstandings, different viewpoints or a lack of recognition often create conflicts in the workplace. There is nothing a good communication cannot resolve. Here when I say ‘good communication.’ I mean active listening often we fail to understand or respect others view because we never see things from their perspectives. Our sense of sense-righteousness also interferes here. Active listening helps in recognizing others perspectives and feelings and help us appreciate them. This not helps in resolving conflict but also helps foster a culture of respect.

ACTIVE LISTENING SKILLS AND

TECHNIQUES

Active listening is very important for your career and you will see and learn how important active listening can be useful in our everyday life. Active listening is the process by which an individual secures information from another individual or group. The active element involves taking steps to draw out detail that might not otherwise be shared. Active listeners avoid interrupting at all costs, summarize and repeat back what they have heard, and observe body language to give them an extra level of understanding.

Active listening is a helpful skill for any worker to develop. It help you truly understand what people are saying in conversations and meetings [and not just what you want to hear, or think you build rapport with your interviewer

EXAMPLE OF ACTIVE LISTENING TECHNIQUES

There are plenty of active listening techniques that will improve the impression you can make at a job interview.

Active listening technique include:

* Building trust and establishing rapport
* Demonstrating concern
* Paraphrasing to show understanding

It’s surprising to realize how rarely people actually do attentively listen to one another when interacting. We allow ourselves to be distracted, preoccupied by other matters of importance, or thinking about what we’re going to say next. In fact, one of the most difficult communication skills to learn is to give someone the respect and consideration they deserve by being “fully present”… and giving others our full attention. Time of history listening has been shown to be essential to communicating respect for another person. To test claim, reflect on your own feeling. Consider a time when you may have been talking with someone who interrupted you or continually. Focused on what they wanted to express in the conversation. Maybe it was clear that their mind was elsewhere and they weren’t at all “Fully present” with you. When we want to build a strong relationship with another person our ability and commitment to listening attentively and empathically is essential.

Active listening is one important skill you should develop as a person or in your occupation and this can be a success in your field, relationship it has to do with life in general. The more you listen the more you can understand if you are not listening you can’t really understand anything, that’s why we have that old saying which says one mouth two ear for a reason that’s why you can listen more from listening you can learn more, grow more. Note you can benefit from people sharing their idea. From importance of listening you can get better idea in solving and making meaning from sounds you are listening to.

* Active listening is importance to improve community and businesses.
* Active listening is important in creating better idea and learning more.
* Active listening builds strong relationship.
* Building Trust:

ACTIVE LISTENING AND ITS IMPORTANCE

Active listening is an important way to bring about change in people. They indicate how clinical and research evidence clearly shows it as one of the most effective agents for individual personally change and group development. And also how active listening brings changes in people’ attitude toward themselves and others shaping their basis values and personal philosophy’.

IMPORTANCE OF ACTIVE LISTENING Building Trust:

You and your friend or employees are happy when you meet each other’s respective goals. For an employer, it is the organizational success and for the employees, it is the tasks and for the employer, it is the tasks and objectives they are assigned to complete. It is therefore very vital to have trust in each other for healthy work experience.

We are aware of the fact that to build trust we must tick the following

* To lend an ear.
* To be honest and supportive.
* To be non-judgemental.
* To have healthy communication.

To tick these points, one must have an understanding, which can be developed by active listening. This will help align your words and actions and help build trust.

TIP: Encourage the speaker, ask questions and be considerate.

REFERENCE

* Nathan M. smith and Stephen D. Fitt vol. 21, No.3 (spring 1982), pp. 247-249

Published by American library association <https://www.jstor.org> /stable / 25826744 pagecount: 3

* Center for creative leadership(CCL), Michael H Hoppe john Wiley& Sons, 15 Angust 2011- Business & Economics
* Active listening presentation 2014-07-11
* Empathic first and listening skills. Berkley university of Californial College of resources .Retrieved 14 December 2018.
* Marley, claude(2012) .project management concept methods and techniques. CRC press .p.417 .ISBN 978-1-4665-0288-8.
* Gordon, Thomas (1977) .Leader effectiveness trinity New York: Wyden books .p.57 ISBN 0-399-1288-3
* Kerzner, Harord .project management :A systems approach to planning. Scheduling, and controlling.
* Robertson K (2005). “Active listening more than just paying attention” .Aust fam physician .34(12)1053-55
* Reed, Warren H (1985) positive listening :listening learning to hear what people are saying .New York ;F.Watt ISBN 0-531-09583-5
* In the company of others : an introduction to communic ation . New york : Oxford university press .2010. pp.25766.0 ISBN 0-19-533630-5 OCLC 276930486
* Worthington, Debra (2016) .listening :processes , function and competency ;New York ; Routledge .p.87 ISBN 9780132288545.
* Klimt Edward S .; & Belling, Ursula .(1978) The sign of language Combrige ,MA :Harvard university press . ISBN 0-674-80795-2.

POWERFUL POINTS

DEFINATION: Active listening is when you are fully aware and concentrate on what is being said rather than passively hearing what the speaker is trying to convey. NOTE: The goal active listening is to acquire information, listening to understand what people are trying to say without being judgemental.

Active listening not only means focusing fully on the speaker but also actively showing verbal and nonverbal sign of listening.

NOTE: Did you know people spend between 70%-80& of their day engaged in some form of communication and about 55& of their time is devoted to listening but the question is, do they actively listen?

Active listening is very important for your career and you will see and learn how important active listening can be useful in our everyday life

Active listening is the process by which an individual secure information from another individual or a group everybody want to be heard from they don’t want to listen they want learn more or get greater ideal

Active listeners avoid interrupting at all cost summarize and repeat back they have heard, and observe body language to give them an extra level of understanding