



**makesense**

# Effective Communication

Training Module 2 -Active Listening

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“Knowing how to listen is what leads  
communication” (C.Rogers)

# GOALS OF LISTENING

The **first goal** is focused on gaining the listener's trust. It is obtained through different levels

The **second goal** is represented by the understanding of needs.

Listening

Empathy

Help  
relation

Sharing  
goals

Authority

*It is possible to comprehend them only by listening, therefore being more aware of them.*

# Listening is difficult because...

Why?

You don't have time

You already have an opinion

You don't like the person  
you're talking to

It is mutual

You're only concerned with your  
goals

You're busy speaking over the other person, not  
letting the other person speak and most of all...  
you're busy not listening.

To make the listening process easy, you  
simply need to do the opposite of the things  
listed above!

# Learning to listen to the others

Listen empathically and without prejudice.

Get in balance with the other person's way and rhythm of speech

Don't get distracted by other thoughts

Do not interrupt. Use pauses and silences.

Listen with your eyes, mind... and heart.

Try to understand the others.

Listen to the others as if you had to report what they said.

Be sure that the other person has understood

Incourage everyone to express themselves

Commit to becoming better listeners.

# LISTENING



Listening doesn't simply mean to **hear sounds**, but it also implies the interlocutor's **attention and participation**.

# THE 3 LEVELS OF LISTENING:



- ❑ Superficial Listening
- ❑ Partial Listening
- ❑ Participation or active listening

Each of us falls into one of these categories, from time to time.

# THE 3 LEVELS OF LISTENING:

## ❑ **Superficial Listening**

❑ Partial listening

❑ Active listening

When the recipient is more concentrated on himself rather than what is being said, therefore:

- intervenes from time to time just to be compliant
- mostly cares about replying and expressing his opinion
- thinks that his opinion is the only one that matters





# THE 3 LEVELS OF LISTENING:

- ❑ Superficial Listening
- ❑ **Partial Listening**
- ❑ Active listening

When the recipients are concentrated on the words and not on their meaning, therefore:

- “They listen with their mind but not with their heart”
- They risk to misunderstand because of the reduced attention.



# THE 3 LEVELS OF LISTENING:

- ❑ Superficial Listening
- ❑ Partial Listening
- ❑ **Active Listening**

When the recipient refrains from judging the other's words in order to identify with him:

- understands the deeper meaning
- shows of having understood
- answers without distracting himself, picking up on non-verbal signals



# COMMUNICATIVE REINFORCEMENTS

- ❑ **Concentrating on the other**
- ❑ **Acceptance and confirmation**
  - ✓ “if I’ve understood correctly, you mean...”
  - ✓ “...so you think that...”
- ❑ **Appreciation and support**
  - ✓ “...from what you’re saying... if I’ve understood what you said...”
  - ✓ “I find having discovered another aspect of the problem rather interesting”



# COMMUNICATIVE REINFORCEMENTS

- ❑ **Invitation to give ulterior contributions**
  - ✓ “tell me more about this topic...”
  - ✓ “what happened after that?”
- ❑ **Non-verbal attitude**
  - ✓ A smile can express attention
  - ✓ Signals can be sent using the head
  - ✓ You take notes on what the other is saying



# ACTIVE LISTENING TECHNIQUES

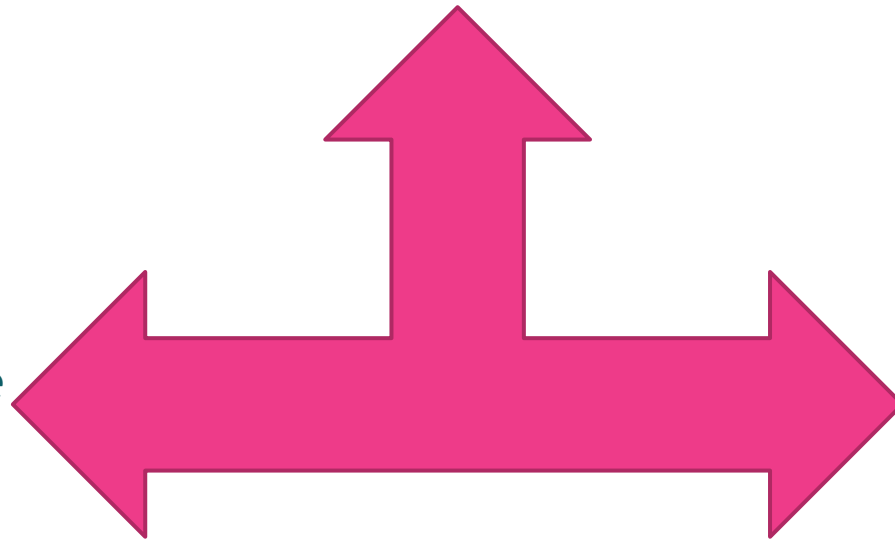
## **ECHO:**

Find the KEY WORD and use it.

## **SIMPLE**

### **REFORMULATION:**

Resuggest what we've understood of what has been said.



## **COMPLEX**

### **REFORMULATION:**

Resuggest what we've understood, adding one of our own deductions.

# Exercise on ACTIVE LISTENING

**ECHO:**

**SIMPLE REFORMULATION:**

**COMPLEX REFORMULATION:**

**EXERCISE:**

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# THANK YOU!



*Antonia Castellani*

