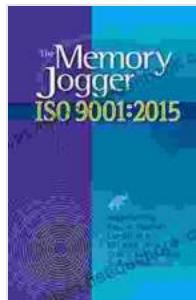


What Is Active Listening? How to Practice It, Tools and Techniques to Achieve It

Active listening is a critical communication skill that can improve relationships, resolve conflicts, and foster a sense of understanding and empathy. It involves paying full attention to what someone is saying, both verbally and nonverbally, and then responding in a way that shows you understand their perspective.



The Memory Jogger ISO 9001:2024: What Is It? How Do I Do It? Tools and Techniques to Achieve It. by Emica Mao

4.4 out of 5

Language : English
File size : 6693 KB
Text-to-Speech : Enabled
Screen Reader : Supported
Enhanced typesetting : Enabled
Word Wise : Enabled
Print length : 167 pages
Lending : Enabled
Item Weight : 11.3 ounces
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How to Practice Active Listening

There are a few key principles to keep in mind when practicing active listening:

- **Give the person your full attention.** This means making eye contact, facing them, and avoiding distractions like your phone or computer.

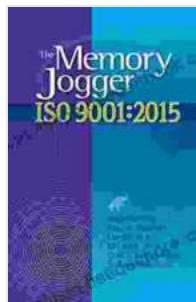
- **Be patient and let the person finish speaking.** Don't interrupt them or try to finish their sentences for them.
- **Reflect on what the person is saying.** This means paraphrasing their words back to them to show that you understand their meaning.
- **Ask clarifying questions.** This can help you to better understand the person's perspective and avoid misunderstandings.
- **Empathize with the person.** Try to put yourself in their shoes and understand how they are feeling.

Tools and Techniques to Achieve Active Listening

There are a number of tools and techniques that can help you to practice active listening more effectively. These include:

- **The WAIT acronym.** This acronym stands for "Why am I talking?" and can help you to remember to pause before speaking and listen to what the other person is saying.
- **The 5-second rule.** This rule encourages you to wait 5 seconds before responding to what someone has said. This can give you time to think about what you want to say and avoid interrupting.
- **Mirroring.** This technique involves repeating back to the person what they have said, both verbally and nonverbally. This can help to show that you are paying attention and understanding their perspective.
- **Summarizing.** This technique involves summarizing the main points of what the person has said. This can help to ensure that you have understood them correctly and can also help to move the conversation forward.

Active listening is a critical communication skill that can improve relationships, resolve conflicts, and foster a sense of understanding and empathy. By following the principles and using the tools and techniques outlined in this article, you can learn to become a more effective active listener.



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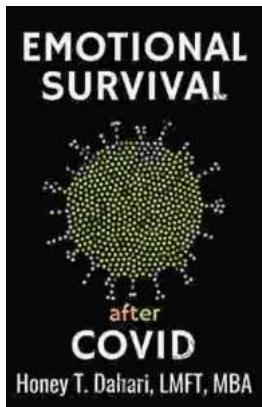
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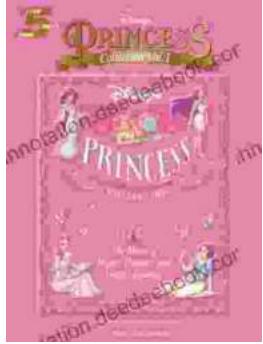
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