



Active Listening

Prepare to listen with a positive, engaged attitude

- Focus your attention on the subject
Stop all non-relevant activities beforehand to orient yourself to the speaker or the topic
- Review mentally what you already know about the subject
Organize in advance relevant material in order to develop it further (previous lectures, TV programs, newspaper articles, web sites, prior real life experience, etc.)
- Avoid distractions
Seat yourself appropriately close to the speaker
Avoid distractions (a window, a talkative neighbor, noise, etc.)
- Acknowledge any emotional state
Suspend emotions until later, or passively participate unless you can control your emotions
- Set aside your prejudices, your opinions
You are present to learn what the speaker has to say, not the other way around

Actively listen

- Be other-directed; focus on the speaker communicating
Follow and understand the speaker as if you were walking in their shoes
Listen with your ears but also with your eyes and other senses
- Be aware: non-verbally acknowledge points in the speech
Let the discussion or presentation run its course
Don't agree or disagree, but encourage the train of thought
- Actively respond to questions and directions
Use your body position (e.g. lean forward) and attention to encourage the speaker and signal your interest

Follow up activities

- Give the speaker time and space for rest after talking
- Express appreciation for the sharing to build trust and encourage dialogue

Check if you have understood

- Restate key points to affirm your understanding & build dialogue
- Summarize key points to affirm your understanding & build dialogue