



TEAWAY
Promoting Tea as the Engine of Growth
for the Black Sea Basin Area



Social and communication skills

How to handle active listening

ZISOPOULOU THOMAI

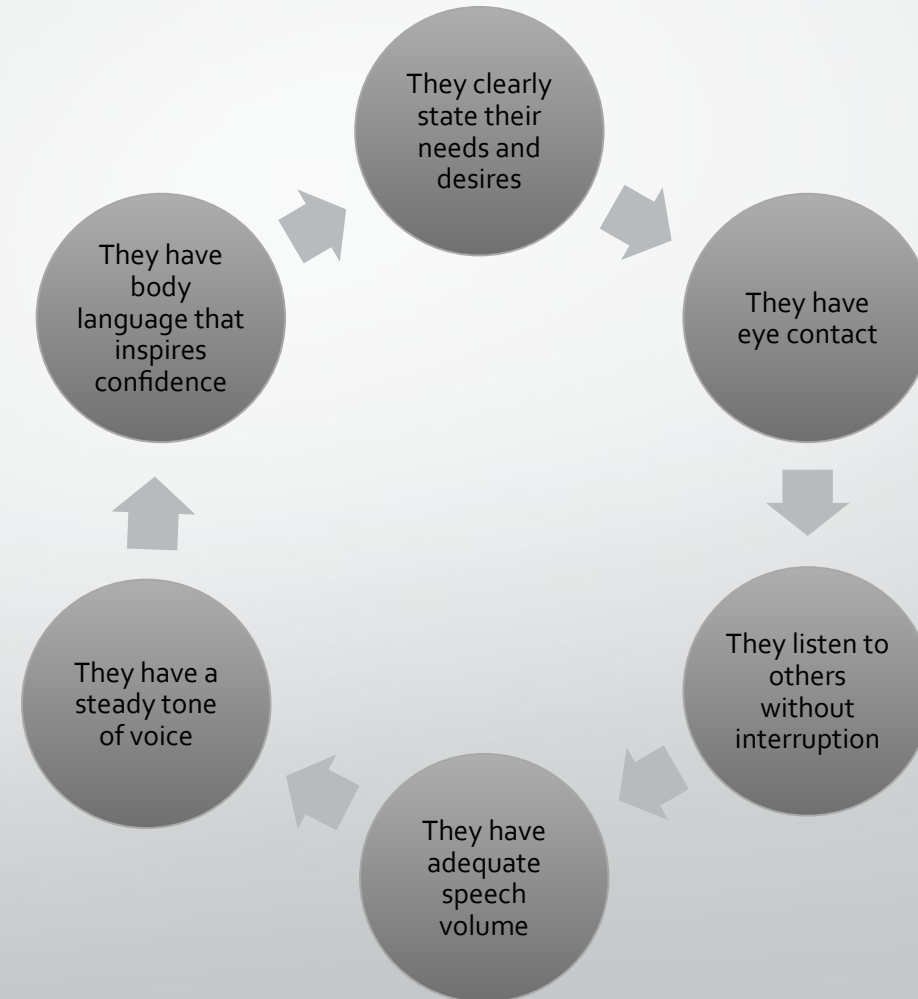
Communication with determination - Definition

"A style of communication, according to which a person defends his needs and desires, while taking into account the needs and desires of others, without behaving passively or aggressively."



One of the most important skills you need to practice is how to be decisive instead of aggressive or passive.

People who communicate with determination:



How to handle Active Listening

4 tips to communicate with determination

Respect yourself - your desires and needs are just as important as the needs of others.

Express your thoughts and feelings calmly instead of being silent or shouting and threatening.

Plan what you will say before you say it.

Say "no" when needed, say it clearly and say it without lying.

Active listening

It is a skill that can be acquired and developed through practice. However, active listening can be difficult to control and will therefore take time and patience to develop.

As the name implies, it means focusing fully on what is being said and not just passively "listening" to the speaker's message.

Includes listening with all the senses. In addition to paying full attention to the speaker, it is important for the "active listener" to "show" that he is listening - otherwise the speaker may conclude that the listener is not interested in the discussion.

Listening is the most fundamental element of interpersonal communication skills.

Listening is not something that just happens (that is, we do not just listen). It is an active process in which a conscious decision is made to listen to and understand the speaker's messages.

Listeners should remain neutral and not critical, this means that we try not to take the side of one or the other speaker and not to form opinions, especially from the beginning of the conversation. Active listening also involves patience including pauses and short periods of silence.

Listeners should not be tempted to ask questions or comment whenever there is a few seconds of silence. Active listening involves giving the other person enough time to explore their thoughts and feelings.

Active listening means not only focusing fully on the speaker but also showing verbal and non-verbal signs that we are listening to the speaker.

Non-verbal signs of attentive or active listening

Smile

- A smile can be used to show the listener that he pays attention to what is being said or that he agrees or is satisfied with the messages received.
- In combination with the nods of the head, the smile confirms that the messages are heard and understood.

Στάση σώματος

- Posture can say a lot about the sender and the recipient in interpersonal interactions.
- The attentive listener tends to lean slightly forward or sideways while sitting.
- Other signs of active hearing may include a slight tilt of the head or support of the head to one side.

Reflection

- The use of the same facial expressions used by the speaker is an indication of careful listening.
- These reflexive expressions can show sympathy and empathy in more emotional situations.
- However, an attempt to consciously imitate the speaker's facial expressions (ie not the automatic reflection of the expressions) may be a sign of carelessness.

Secondment

- The active listener is not distracted and, therefore, avoids looking anxious, looking at his watch, playing with his hair or touching his fingernails.

Verbal Signs of Attentive or Active Listening

Positive reinforcement

- Attention should be paid to the speaker when using positive verbal reinforcement.
- While some positive words of encouragement may be helpful to the speaker, the listener should use them sparingly so as not to distract from what is being said or to unnecessarily emphasize parts of the message.
- The occasional and frequent use of words and phrases, such as "very good", "yes" or "really" can bother the speaker. It is usually best to explain why you agree with a particular point.

Memory

- The human mind does not remember details, especially for a long time
- However, remembering a few key points, or even the speaker's name, can make it clear that the messages sent have been received and understood - that the listening was successful. Remembering the details, ideas and concepts from previous discussions proves that the necessary attention has been paid and this is likely to encourage the speaker to continue. During longer discussions it may be helpful to take short notes to ask questions or ask for clarification later.

Reflection

- The listener can show that he / she has paid the required attention by asking relevant questions and / or statements that can help further the development or clarification of what the speaker said.
- By asking relevant questions, the listener also helps to show that he is interested in what the speaker has said.

Verbal Signs of Attentive or Active Listening

Thought

- Reflecting on what the speaker has said or paraphrasing it also shows understanding of what is being said.
- Reflection is a powerful skill that can enhance a speaker's message and show that we understand him or her.

Clarification

- Clarification involves asking questions by the speaker to ensure that the correct message has been received.
- Clarification usually involves the use of open-ended questions that allow the speaker to expand on specific points as required.

Summary

- Summarizing what the speaker said is a technique used by the listener to repeat what has been said in his own words.
- The summary includes taking the key points of the received message and repeating them in a logical and clear way, giving the speaker the opportunity to correct if necessary.



*Thank you for your
attention!*