

Active Listening

- ❖ Active listening is a communication technique often used in counseling, training, conflict resolution or coaching
- ❖ It translates in full concentration of what is being said and genuine interest in understanding what are the messages transmitted
- ❖ It is different than “hearing” and opposed from ”competitive listening” where the person is more interested in promoting own agenda and points of view rather than understanding somebody else
- ❖ Benefits of active listening include opening up and having effective conversation, helping the person to get things off their chest and sort out the relative order and priority of things, its an enabler for better decision making

