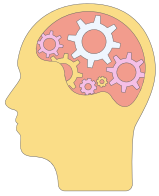


Active Listening Resource

Let's Unpack this Together



Head

Active listening with your head involves focusing your attention on the speaker and being fully present in the conversation. This means avoiding distractions such as your phone or other devices, and actively listening to the speaker's words and message.



Heart

Active listening with your heart involves being empathetic and understanding the speaker's emotions and perspective. This means acknowledging and validating their feelings, even if you don't necessarily agree with them.



Body (Hands)

Active listening with your body, specifically your hands, involves using non-verbal cues to show that you are engaged in the conversation. This can include nodding, making eye contact, and using appropriate gestures.

What is the difference between verbal and non-verbal communication?

Non-verbal communication refers to how your facial expressions, hand gestures, body language, and tone of voice convey a message. Research shows that non-verbal communication makes up a large portion of how we communicate. It's the vibe we give off when we're in conversation with someone - it's how we sit, stand... what we do with our hands. It's the way in which we maintain eye contact and how we move our bodies.

Verbal Communication refers to the use of spoken words to convey a message. When speaking, it's important to speak clearly and at an appropriate pace. It's also important to use appropriate language and avoid slang or jargon that people may not understand.

To practise active listening, we need to focus on what the speaker is saying, avoid interrupting, and ask clarifying questions to ensure that we understand their message. We also need to provide feedback through verbal and nonverbal cues, such as nodding, making eye contact, and providing verbal confirmation.

Active Listening Task:

Find a partner and take turns sharing a story about a recent experience. The listener should practise active listening by nodding, making eye contact, and providing verbal confirmation.

After the speaker has finished, the listener should summarise the key points and provide feedback.

