

UNLOCK WIZARD



ACTIVE LISTENING

A key for positive relationship

**CCI
Special**

*The attention & environment you
provide shapes your child's brain
development for life*

**# 19
ENGAGE**
Series

With technology becoming our best friend, we have started using it as a substitute to the humans. This makes us more dependent on virtual relationship than real.

Over engagement with the virtual relationship reduces the opportunity to become skilful in making real relationship. For building good, real, and quality relationship it is important for us to have good communication skills.

The first step for effective communication is to be an effective and active listener. The quarantine period offers lots of opportunity to build such skills. DB YaR Forum recommends you the following ways to develop active listening skills. This we believe will help you develop positive relationship with the people around you.

Note: - The following are basic tools. For severity of the issues don't hesitate to consult an expert.

Compiled By: Ms Maheshwari Balan
Researcher, DB YaR Forum

ACTIVE LISTENING

Active listening is when you use your body language and words to SHOW someone that you are listening to them. When we actively listen, the person who is talking feels like you understand and care about what they are saying to you. Color in the ones that you think describe active listening!

MAKING EYE CONTACT

SMILING

NODDING

SAYING "UH HUH" AND "GO ON"

BEING DISTRACTED

CHANGING THE SUBJECT

LOOKING AWAY

FIDGETING

LOOKING INTERESTED

ASKING QUESTIONS

LISTENING

SCOWLING AT THEM

FROWNING

INTERRUPTING

SITTING UP

STANDING TOO CLOSE OR TOO FAR AWAY

REMEMBERING WHAT THEY SAY

STAYING FOCUSED

HAVING A BORED LOOK ON YOUR FACE

MAKING FUN OF THEM

WALKING AWAY AS THEY'RE TALKING

LETTING THEM FINISH TALKING

YAWNING

ROLLING YOUR EYES



© 2018 mylemarks LLC. All Rights Reserved.
For more resources, visit www.mylemarks.com

Be an **ACTIVE** listener!

Make
EYE
CONTACT



FOCUS ON
what is being
said



FACE
the speaker



REPEAT
BACK
what
you
heard



TELL
THE SPEAKER
if you understand
or don't understand



NOD
your head



ASK questions



Wait for the
speaker to
stop **BEFORE**
SPEAKING



Keep
HANDS and
FEET STILL



IGNORE
distractions



Active Listening Skills



Eye Contact

Eye contact during the conversation shows the speaker that you give him your attention and that you really care about what he says.



Avoid Distractions

There are so many examples of distractions such as our thoughts, mobile phones, gadgets, music, side activities, other people and more. Learn to avoid these distractions otherwise they can destroy your conversation.



Body Gestures

Body gestures and language are a whole science. Your body gestures tell the speaker whether you listen carefully or not.



Give Feedback

Ask questions to clarify certain points, tell your opinions, summarize the speaker's comments.



Show That You're Listening

Use facial expressions such as smile, note your posture, encourage the speaker to share and to continue.

Listening allows you to learn, to have relationships, to plan, to develop, to be the part of something, to create, to think.... and much more!



GOOD VS. POOR LISTENING

Identify which ones describe Good or Poor listening skills

Good listening skills are when you make the other person feel like you understand and care about what they are saying.

Poor listening skills are when the other person feels like you don't care about what they have to say.

Write a "G" for the Good listening skills and a "P" for Poor listening skills!

- _____ Making good eye contact
- _____ Looking interested in the conversation
- _____ Interrupting as they are talking
- _____ Staying focused on the conversation
- _____ Being distracted by everything going on in the room
- _____ Making a comment that has nothing to do with the conversation
- _____ Smiling and nodding as they are speaking
- _____ Slouching in your chair
- _____ Remembering what they say and repeating some of it back to them
- _____ Yawning and telling them how bored you are
- _____ Encouraging them to keep talking
- _____ Ending the conversation quickly

Do you think you have Good or Poor listening skills?



© 2017 Mylemarks LLC. All Rights Reserved.
For more resources, visit www.mylemarks.com

Active Listening Self Test

While Someone is talking, I:	Usually	Sometimes	Rarely
Think about what I'll say next	1	3	5
Have good eye contact	5	3	1
Take notes as appropriate	5	3	1
Listen for feelings and deeper meanings	5	3	1
Think about other more important things	1	3	5
Watch body language	5	3	1
Interrupt the speaker to make a point	1	3	5
Get distracted by other demands	1	3	5
Listen without judging immediately	5	3	1
Ask questions to clarify	5	3	1
Paraphrase the message for clarification	5	3	1
Understand that my ability to coach is related to my ability to communicate effectively	5	3	1
Totals			

Grand Total: _____

Scoring: 44 – 60 Active Listener
28 – 43 Good listener with room for improvement
12 – 27 Get help quickly!

*Active Listening Self-Assessment***Are You an Active Listener?**

Coaches who listen actively tend to get the most out of their coaching discussions and tend to be better coaches overall. Use this self-assessment to think about how actively you listen and to identify areas for improvement. Check the box next to the number in the column that best describes your listening habits.

While someone is talking, I:	Usually	Sometimes	Rarely
Plan how I'm going to respond.	<input type="checkbox"/> 1	<input type="checkbox"/> 3	<input type="checkbox"/> 5
Keep eye contact with the speaker.	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 1
Take notes as appropriate.	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 1
Notice the feeling behind the words.	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 1
Find myself thinking about other things while the person is talking.	<input type="checkbox"/> 1	<input type="checkbox"/> 3	<input type="checkbox"/> 5
Face the person who is talking.	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 1
Watch for significant body language (expressions, gestures).	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 1
Control fidgeting or other distracting habits.	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 1
Interrupt the speaker to make a point.	<input type="checkbox"/> 1	<input type="checkbox"/> 3	<input type="checkbox"/> 5
Am distracted by other demands on my time.	<input type="checkbox"/> 1	<input type="checkbox"/> 3	<input type="checkbox"/> 5
Listen to the message without immediately judging or evaluating it.	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 1
Ask questions to get more information and encourage the speaker to continue.	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 1
Repeat in my own words what I've just heard to ensure understanding.	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 1

Totals for each column: _____ + _____ + _____

Grand Total = _____

Scoring:

49–65 = You are an active listener.

31–48 = You are a good listener with room for improvement.











13–30 = You need to focus on improving your listening skills.

If you received a score between 13 and 48, develop a plan for strengthening your active listening skills. Write your ideas in the space below.

Types of Listeners

Detached	Passive
<ul style="list-style-type: none"> • Avoids making eye contact • Appears withdrawn • Lacks enthusiasm • Seems inattentive, disinterested or bored 	<ul style="list-style-type: none"> • May or may not make eye contact • Fakes attention • Uses little energy or effort • Appears calm and laid back
Involved	Active
<ul style="list-style-type: none"> • Provides some direct eye contact • Has an alert posture • Gives the speaker some attention • Reflects on the message to a degree 	<ul style="list-style-type: none"> • Has an alert posture • Uses direct eye contact • Gives full attention • Focuses on what is said • Participates fully

Ten Tips to Improve YOUR Listening Skills

<p>Tip 1</p>  <p>Stay Focused</p>	<p>Tip 2</p>  <p>Detect Emotions</p>	<p>Tip 3</p>  <p>Ask Questions</p>	<p>Tip 4</p>  <p>Don't Interrupt</p>	<p>Tip 5</p>  <p>Don't Pre-empt</p>
<p>Tip 6</p>  <p>Recap Key Facts</p>	<p>Tip 7</p>  <p>Pen and Paper at The Ready</p>	<p>Tip 8</p>  <p>Say it Again</p>	<p>Tip 9</p>  <p>Watch the Stereotypes</p>	<p>Tip 10</p>  <p>Be Aware of Listening Barriers</p>



1. Social stories – Active listening.



2. Active listening. How to be a great listener?

ACTIVE LISTENING
HOW TO BE A
GREAT LISTENER

3. Being a good listener



TO SEARCH ON THE WEB

1. How does active listening help?
2. What is active listening ?
3. How important is active listening with children?
4. Build bond with active listening.

Let's hand hold our children to become the best version of themselves!!



Everything and everyone is
won by the sweetness of
our words and works

- Don Bosco



Don Bosco National Forum for the Young at Risk

New Delhi

info@dbyaforum.org



[dbyaforum](https://www.instagram.com/dbyaforum)



[@dbyaforum](https://twitter.com/dbyaforum)



[dbyaforuminda](https://www.facebook.com/dbyaforuminda)



[dbyaforum](https://www.linkedin.com/company/dbyaforum)