



## Active Listening

by  
Carlos Ignacio García



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### Have you heard?

- Listen to me!
- Listen to your mother!
- Listen to your teacher!
- Listen to your boss and employees!
- Listen to the market!
- Listen to your voters!
- Listen to the witness!
- Listen....
  
- Essential **skill** to acquire knowledge and information.

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### Outline

- Benefits
- Objective
- Definition
- Points of Departure
- Active Listening
- Message Conveyance
- Asking Questions
- Understanding
- Final Comments
- Literature

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## Benefits

- Gains in Knowledge
- Efficiency
- Have fun with extra time
- Higher grades
- Future career:
  - Your Teacher
  - Your Boss
  - Your Team Members
  - Your Customers
- ...More reasons<sup>5</sup>

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## Definition

- Listening: The domain of language proficiency that encompasses how students process, understand, interpret, and evaluate spoken language in a variety of situations<sup>1</sup>.
- Hearing: Is one of the traditional five senses and refers to the ability to detect sound<sup>2</sup>.
- Listening vs. Hearing

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## Points of Departure

- Select good seats
- Survey the characteristics of the place
- Subject complexity
- Temperature
- Water
- Eraser, pen, pencil, calculator, textbook, ruler, etc.
- Posture
- Your interests

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## Active Listening

- Objective of the speaker
- Eye contact
- Gestures
- Content vs. Delivery
- Be Objective: Leave emotions and prejudices.
- Distractions
- Concentration
- Body Language

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## Active Listening

- Differentiate between:
  - Facts
  - Beliefs
  - Values
  - Culture
  - Paradigms
- Visual maps<sup>6</sup>
- Comprehension
- Listen to the reasons
- Your opinions and bias

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## Active Listening

- Interrelate previous knowledge
- Formulating questions
- Involved yourself in asked questions
- Follow up the story
- Transitions in the speech
- Evaluation of Arguments

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## Message Conveyance

- Analysis
- Paraphrase
- Summary
- Interpretations:
  - Experience
  - Previous knowledge

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## Message Conveyance

- Problem and/or Objective
- Words
- Pictures and charts
- Numbers
- Relations
- Patterns
- Flows
- Frame the Problem<sup>4</sup>

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## Ask Questions

- Do not be shy!
- Choose the right time
- Ask relevant questions
- Watch out your body language
- State clearly
- Explicitly
- Humbleness is always welcome!

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### Ask Questions

- Listen the response actively
- Feedback to the speaker
- Appreciate to the speaker
- Your questions stimulate the speaker's future deliveries.
- Dealing with rudeness, avoid conflicts,
- Balanced Participation
- Refer to: How To Ask Questions The Smart Way by Eric Steven Raymond<sup>3</sup>

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### Understanding

- Comprehension and Learning: Final objective
- Rhetorical arguments
- Does it makes sense?
- Do I need to find other sources of information?
- What don't I understand?
- Establishing: Dialogue and Empathy
- Minimizing conflicts
- Triangulation

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### Final Comments

- Look out for the Goal
- Deal with Risk: control of emotions
- Handle Anxiety: Be Patient
- Power and Authority

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## Final Comments

- Be polite
- Deal with interruptions
- Making the rebuttal!
- Build up your Tactics and Objectives

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## Literature

- Local Library
- Amazon.com
- BarnesandNoble.Com
- Half.Com

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Questions?

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## References

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5. <http://www.divorcepeers.com/listen-better.htm>
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