Discussion unit 5

Active listening supports to recognize, evaluate and recall information received from the speaker. In addition, the use of active listening techniques can prompt the person to reply, direct the discussion in the right way and pay to a better understanding and right interpretation of the information received from the person during your communication. This is especially important when negotiating and communicating with victims in the emergency zone. According to one very common myth, the ability to listen is a skill that, like the skill of breathing, a person receives at birth, and then uses his whole life. This is not true. You can learn how to actively listen, and the ability to listen is a more useful skill than the ability to speak and convince eloquently. If you skillfully ask questions, but do not know how to listen to the answers, then the price of such communication is low. Active listening is a process in which the listener not only perceives information from the interlocutor, but also actively shows understanding of this information. Sometimes you can still call it types of active listening. The two-method discussed in this video are;

1. Paying attention : in which lister need to give attention in listening. It is important to make eye contact and by using and understanding non verbal cues like face expression, hand gestures, head nodding or smile.
2. Provide Feedback: In any listening , feedback is very important because after feedback the process of communication completes. It is important that the feedback is unbiased because sometimes we judge message according to our understanding or preferences and it is not always correct judgement, so we need to avoid personal filters and believes in replying. If there is any confusion ,then it is better to ask questions for clarification.

References

Improve Your Listening Skills with Active Listening. (2015). Retrieved from

https://www.youtube.com/watch?v=t2z9mdX1j4A&feature=youtu.be.