

Active Listening: Beyond The Obvious

Active Listening is an important skill that is often celebrated and coveted, yet rarely mastered. This session aims to de-demystify what Active Listening really is, how it differs from simply staying silent, and how professional coaches and therapists use this technique to better understand their clients.

Participants will learn to a simple tool to help them be more present, listening beyond the obvious information being presented, and empathise authentically with the people around them. They will even have a chance to try this technique in-session!

Learning Objectives

- Moving from Good listening to Active Listening
- Understand that Listening brings many other unexpected benefits.
- Apply Active Listening in their work and everyday life for improved team dynamics

Content Outline

Good to Active Listening

- Active listening is more than passive silence
- Requires the listener to take a pro-active stance in receiving varied information
- Awareness of Internal posture as well as making the speaker feel heard.

Benefits of Active Listening

- Creates deeper connection
- Reduces misunderstanding in teams with better communication
- Allows better understanding of alternate perspectives
- Improves personal impact and influence by building authentic relationships

Practical Ways to Start Listening Better

- Identify and suspend unconscious biases to reduce "noise"
- Hearing different layers of information from the speaker, beyond obvious data
- Empathy beyond mental/logical understanding