

# Stratagame Project

## Active listening



The ability to understand and give response effectively to verbal communication is known as listening. The effectiveness in listening necessarily depends on the interrelationships between the sender and the receiver of the message, which is found to be a vital skill more particularly for the managers in business organizations while obtaining need-based information to perform their jobs successfully. The quality of relationships with others and job effectiveness largely depend on the listening ability of the individual concerned. Lack of listening ability at all the levels in the organizations lead to work-related problems. To become a good listener, one needs to practice and acquire special skills so that the vital information sent by the speaker is well received by the active listener. A lot of concentration and firm determination is required to become an active listener. Thus listening, among others, is one of the most essential skills one should have. Many people have bad listening habits and hence need to put a lot of effort to break these habits to become effective at work. This reveals that improvement in workplace productivity is possible by developing active listening and better communication at all the levels. This paper explains the process of listening, significance of active listening in business communication, concept of effective listening, and barriers to good listening, and gives vital tips to become a good listener.

Here are 10 tips to help you develop effective listening skills.

Step 1: Face the speaker and maintain eye contact.

Step 2: Be attentive, but relaxed.

Step 3: Keep an open mind.

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Step 5: Don't interrupt and don't impose your "solutions."

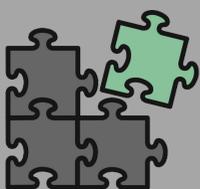
Step 6: Wait for the speaker to pause to ask clarifying questions.

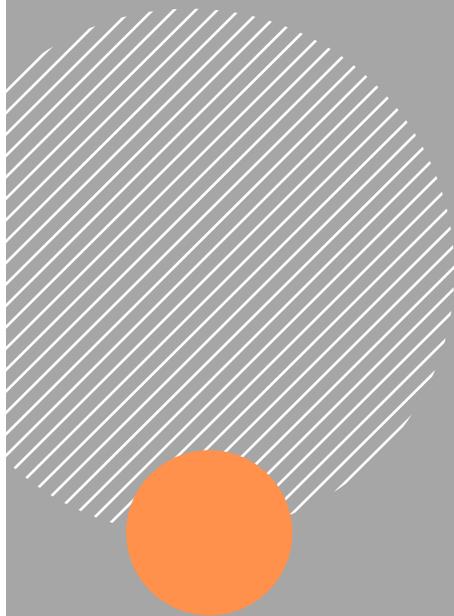
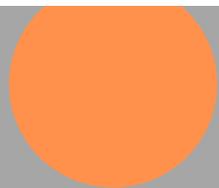
Step 7: Ask questions only to ensure understanding.

Step 8: Try to feel what the speaker is feeling.

Step 9: Give the speaker regular feedback.

Step 10: Pay attention to what isn't said—to nonverbal cues.





Active listening is a skill that can be acquired and developed with practice. However, active listening can be difficult to master and will, therefore, take time and patience to develop.

'Active listening' means, as its name suggests, actively listening. That is fully concentrating on what is being said rather than just passively 'hearing' the message of the speaker.

Tip: Listen carefully to the interviewer's questions, ask for clarification if necessary, and wait until the interviewer has finished talking to respond.

<https://stratagame.erasmus.site/>

