


Positive Listening

1.1 Active and Positive Listening for Successful Communication



1.2 Active and Positive Listening

	<h3>Active and Positive Listening</h3> <p>In this part of the training, you will learn the importance of positive and active listening for successful communication.</p> <p>! Listening is an integral part of communication</p>	<h3>What do we need to communicate?</h3> <ul style="list-style-type: none">• To be there = present and open minded• To feel= sympathy, trust and respect• To see = to watch• To speak = clearly and powerful• To listen = attentively and focused <h3>Active and positive listening</h3> <p>Active listening involves using all our senses, eyes, ears, mind, mouth and heart.</p>
---	---	--

1.3 Obstacles to Positive Listening

Obstacles to Positive Listening


1 Lack of attention, distracting the speaker.	5 Interrupting the child while speaking.
2 Judgement, criticism, using lecturing tones.	6 Directly dismissing their concerns without giving an advice or explanation.
3 Criticize the child without explaining the reason.	7 Not showing sympathy and compassion.
4 Insulting and humiliation of the child.	8 Giving orders and threatening. For example: "You must finish your work now." "If you keep talking to me like that, I will beat you." "I will never forgive you if you make the same mistake again."

1.4 Use of Listening Skills

Use of Listening Skills

Reflection of Ideas	Reflection of Feelings	Eye Contact	Clarification	Summary
				

1.5 Reflection of Ideas

	<p>Reflection of Ideas</p> <p>Reflection of ideas is offering the idea of the message back to the speaker.</p> <p>This is a cognitive ability. We use this skill when we want to confirm the idea of a message.</p>	<p>Objectives of the reflection of ideas skill:</p> <ul style="list-style-type: none">• It shows the student that the teacher understood the content of his message.• Increases the student's understanding of the teacher's ideas. <p>Steps:</p> <ul style="list-style-type: none">• Listening to the message and paraphrasing its content.• Determine the part of knowledge that will be reformulated.• Choose a suitable starting phrase in your reflective response.
---	--	---

1.7 Reflection of Feelings



Reflection of Feelings

The skill of reflecting feelings works like a mirror, with which the teacher reflects feelings

The objectives of the use of the reflection of feelings are:

- It helps the student be more aware of his emotions.
- It makes the student feel that the teacher understands his or her feelings.
- It helps the student to express his or her feelings.

Steps:

- Listen carefully.
- Observe nonverbal behavior.
- Choose the appropriate phrases (exhausted, sad, angry, upset...)

1.8 Use of Listening Skills

Use of Listening Skills



Notes:

1.9 Eye Contact



Eye Contact

Maintaining eye contact by looking into the speaker's eyes and observing facial features and expressions to show that the listener is focused on the speaker.

1.11 Clarification



Clarification

Clarification is to inquire about ambiguous points in the student's message.

Objectives of using the clarification skill:

- Understanding the student's frame of reference.
- Clarify vague or confusing messages.
- Revealing the student's repressed or negative feelings.

Steps:

- Identification of ambiguous content in the message.
- Choose a suitable starting phrase in your clarification request.

1.13 Summary



Summary

Summarizing is a verbal response that contains the most important thoughts or emotions within the student's message.

Objectives:

- Correlation between a group of elements contained in the student's message.
- To stop the student from dwelling on topics with secondary importance.
- Focus on the core idea of the message.

Steps:

- Identifying the main idea of the message.
- Paraphrasing in an appropriate manner.

Notes:

1.15 Session End

