



Name of Subject: Communication Skills

Subject Code: BP105TP

Name of Chapter: 3

Name of Topic: Basic listening skills

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Basic listening skills

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Content

- × Introduction,
- × Self-Awareness,
- × Active Listening,
- × Becoming an Active Listener,
- × Listening in Difficult Situations

Introduction

- ✗ A person who is able to listen and understand is capable of accurately understanding and interpreting communication.
- ✗ Listening is foundation of effective communication.
- ✗ If you are incapable of listening effectively, you will often misunderstand a message.
- ✗ Listening effectively is crucial to developing successful relationships.
- ✗ Information and ideas are acquired through active listening.

Introduction

- ✗ During listening, it is important that the listener understands and responds as well as receiving and understanding what has been said, listening also involves responding to what has been said.
- ✗ A skill we can all learn is how to listen effectively.
- ✗ The ability to listen contributes to our feelings of well being and improves our relationships to a greater extent.
- ✗ A person who has learned to listen deeply will also be able to become a catalyst for change. Despite this, listening is one of the most challenging skills to learn.
- ✗ It is difficult skill to master.

Self-awareness

- ✗ Healthy communication is possible when one self-awareness and listen without making assumptions or judgements.
- ✗ We can must learn how to listen deeply to ourselves before we can listen deeply to others.
- ✗ We are more likely to understand the perspective of others when we have a sense of our own self-awareness.
- ✗ A deep listening practice can be transformative, but transformation begins with self-awareness in the other words, with the capacity to listen to our inner voices.

Self-awareness

- ✗ Understanding one's own personality, thoughts, feelings and eventual behaviors are the key to self-awareness.
- ✗ Understanding how you impact other people allows you to better understand how they perceive you and how you respond to them in a way that ensures their voice is included in the conversation.

Active listening

- ✗ An active listener is completely focused on a speaker, comprehending their message, responding thoughtfully and understanding the information they are sharing.
- ✗ This interpersonal communication skill is highly valued because, unlike passive listening, which is an act of hearing someone but not retaining what they say, active listening allows you to engage and later recall specific details without needing repetition.
- ✗ The active listener displays and maintains attention to the speaker through verbal and non verbal techniques.

Active listening

- ✗ The speaker will be able to see that you are focused and engaged since you are supporting their ability to focus.
- ✗ An active listener does not think about and mentally rehearse what to say after the speaker is finished.
- ✗ He or she instead listens to the speaker and tries to learn what he or she says.

Become active listener

- ✗ Pay attention
- ✗ Take the conversation seriously
- ✗ Provide feedback
- ✗ Differ judgement
- ✗ Respond appropriately

Become active listener

- ✗ Pay attention
- ✗ As the speaker speaks, pay undivided attention to what he or she saying.
 - ✚ Not only does non-verbal communication speak loudly, but so does oral language as well.
 - ✚ Direct your attention to the speaker.
 - ✚ Distracting thoughts should be set aside.
 - ✚ Don't think anything to say in response.
 - ✚ Keep your mind free of distractions. Take side conversation, for example,
 - ✚ Observe the speaker's body language to get a sense of what they are saying.

Become active listener

- ✗ Take the conversation seriously
- ✗ You should be demonstrating engagement in the conversation through your body language and gestures.
 - ✚ The nod from time to time.
 - ✚ Smiling and using other facial expressions is acceptable
 - ✚ Maintain an open, interested posture.
 - ✚ Continue the discussion with responses such as yes and uh huh

Become active listener

- ✗ Provide feedback
- ✗ Our hearing is affected by preconception, belief, filter.
- ✗ Therefore pay attention to what is said and then ask questions
 - ✚ Analyze information shared by paraphrasing
 - ✚ Analyze situation by paraphrasing
 - ✚ Ask for clarification if needed

Become active listener

- × Defer judgement
- × There are possibility you have different view point than the speaker
 - + Ask question only after speak finishes
 - + Avoid interrupting speaker

Become active listener

- ✗ Respond appropriately
- ✗ Respect and understanding is encouraged.
 - ✚ Honest, open in conversation
 - ✚ Respectful to others views
 - ✚ Be careful about what you talk and what you want to convey
 - ✚ Don't criticize

Listening in difficult situation

- ✗ Conversatiowith difficult people not easy
- ✗ Best listening practice
 - ✚ Eye contact
 - ✚ Body language & posture
 - ✚ Stay focused
 - ✚ Avoid distractions
 - ✚ Clarify if required

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I am Jayden Smith

I am here because I love to give presentations.

You can find me at @username

1

Transition headline

Let's start with the first set of slides

Quotations are commonly printed as a means of inspiration and to invoke philosophical thoughts from the reader.

This is a slide title

- ✗ Here you have a list of items
- ✗ And some text
- ✗ But remember not to overload your slides with content

Your audience will listen to you or read the content, but won't do both.

Big concept



Bring the attention of your audience over a key concept using icons or illustrations

You can also split your content

White

Is the color of milk and fresh snow, the color produced by the combination of all the colors of the visible spectrum.

Black

Is the color of ebony and of outer space. It has been the symbolic color of elegance, solemnity and authority.

In two or three columns

Yellow

Is the color of gold, butter and ripe lemons. In the spectrum of visible light, yellow is found between green and orange.

Blue

Is the colour of the clear sky and the deep sea. It is located between violet and green on the optical spectrum.

Red

Is the color of blood, and because of this it has historically been associated with sacrifice, danger and courage.

A picture is worth a thousand words

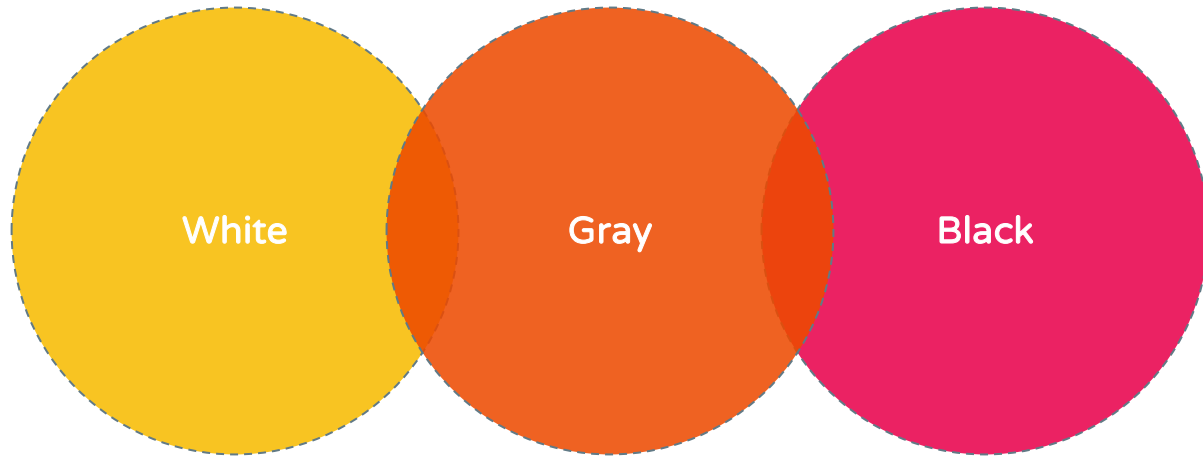


A complex idea can be conveyed with just a single still image, namely making it possible to absorb large amounts of data quickly.

want big impact?

Use big image.

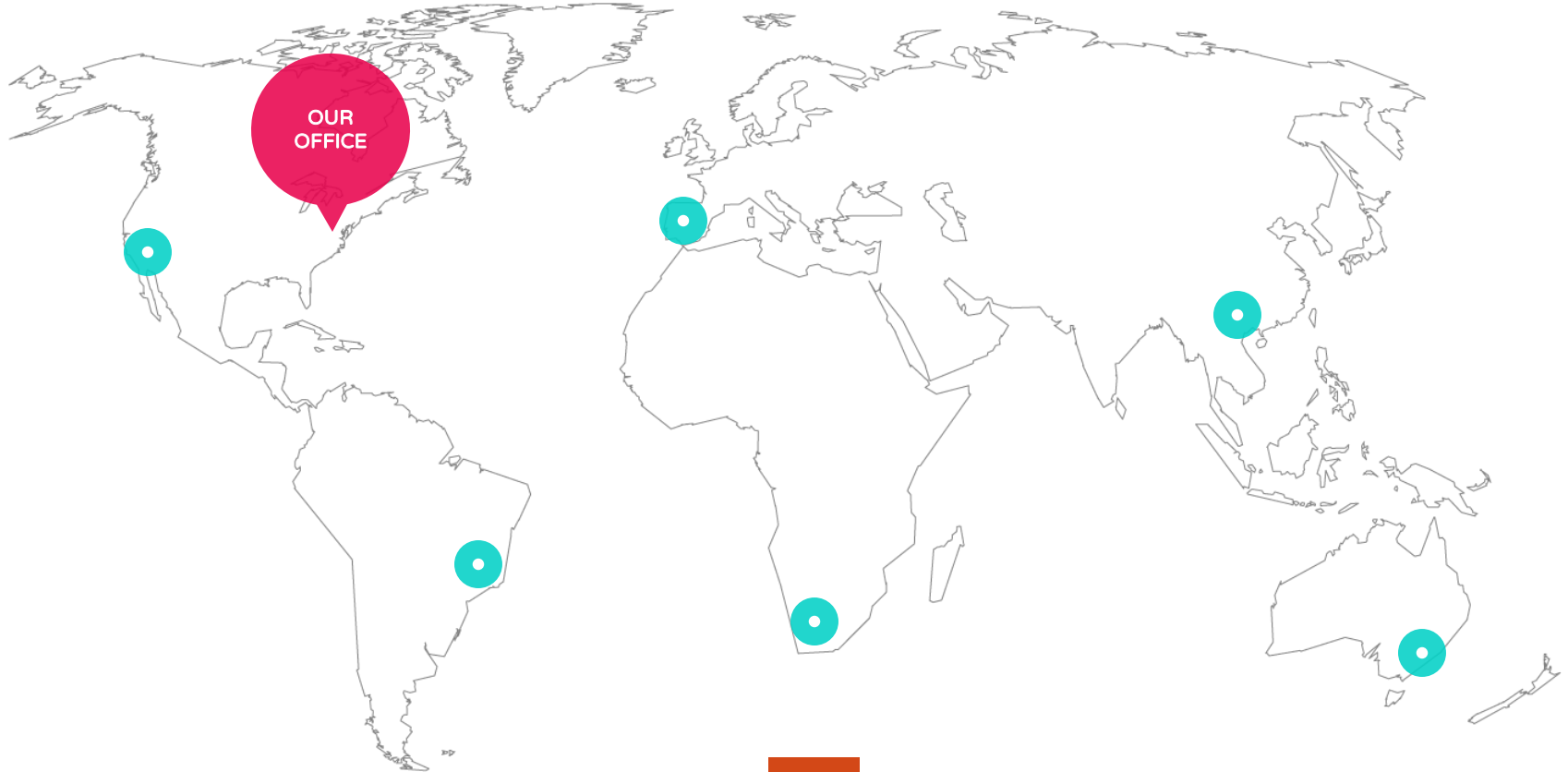
your ideas



And tables to compare data

	A	B	C
Yellow	10	20	7
Blue	30	15	10
Orange	5	24	16

Maps



89,526,124

Whoa! That's a big number, aren't you proud?

89,526,124\$

That's a lot of money

185,244 users

And a lot of users

100%

Total success!

Our process is easy

first



last



second



Let's review some concepts

Yellow

Is the color of gold, butter and ripe lemons. In the spectrum of visible light, yellow is found between green and orange.

Blue

Is the colour of the clear sky and the deep sea. It is located between violet and green on the optical spectrum.

Red

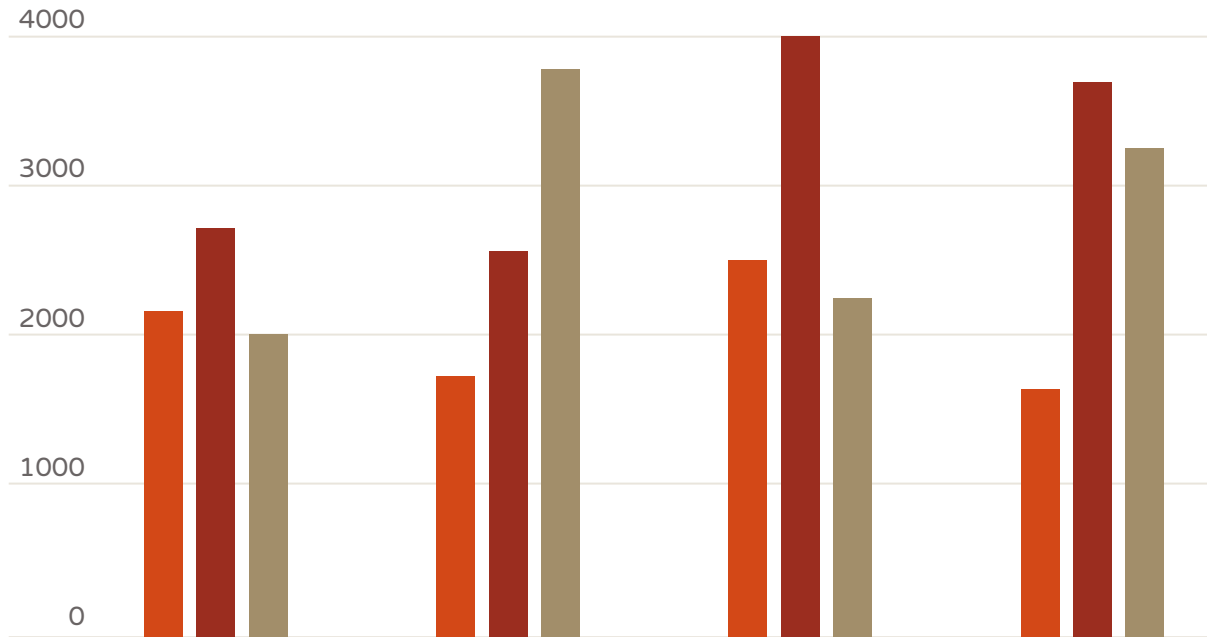
Is the color of blood, and because of this it has historically been associated with sacrifice, danger and courage.

Yellow

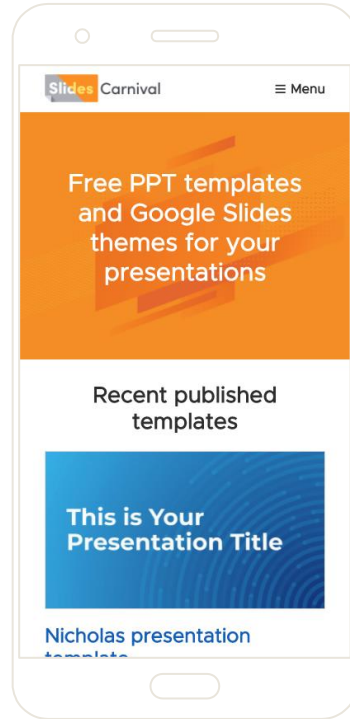
Is the color of gold, butter and ripe lemons. In the spectrum of visible light, yellow is found between green and orange.

Blue

Is the color of the clear sky and the deep sea. It is located between violet and green on the optical spectrum.

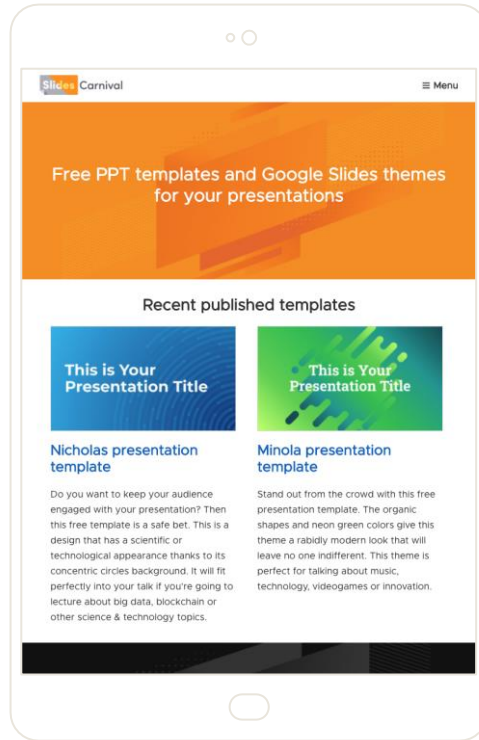


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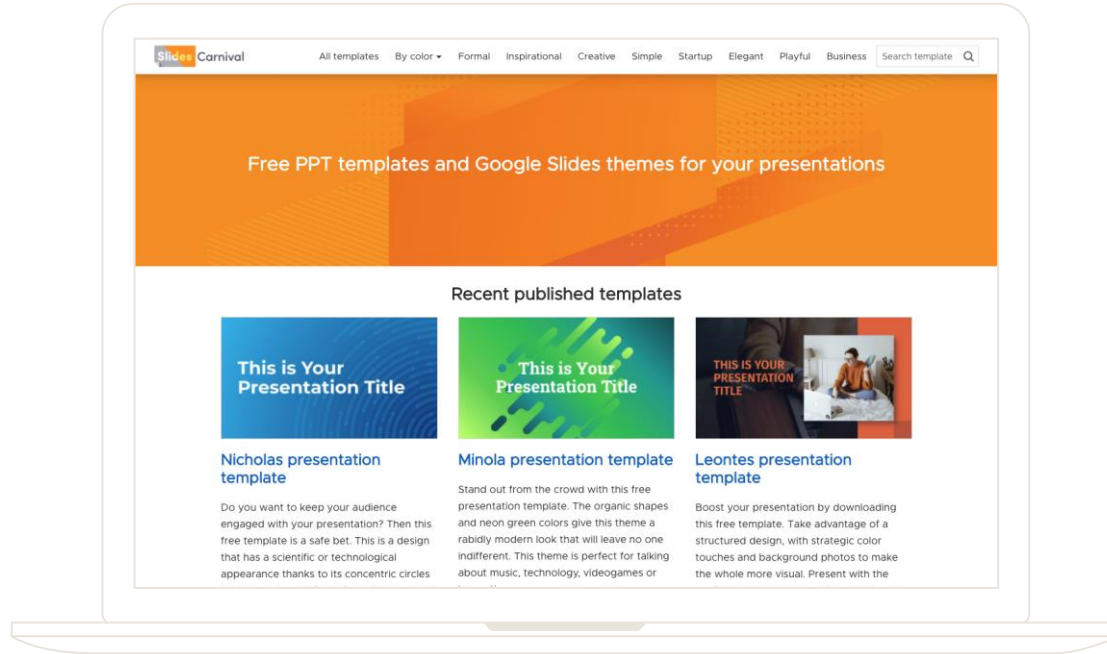
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Thanks!



Any questions?

You can find me at @username & user@mail.me

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Yellow **#f8bb00**

Orange **#ed4a00**

Fuchsia **#e8004c**

Blue **#00acc3**

Aqua **#00d1c6**

Lime **#bbcd00**

Green **#65bb48**

Gray **#617a86**

Light Gray

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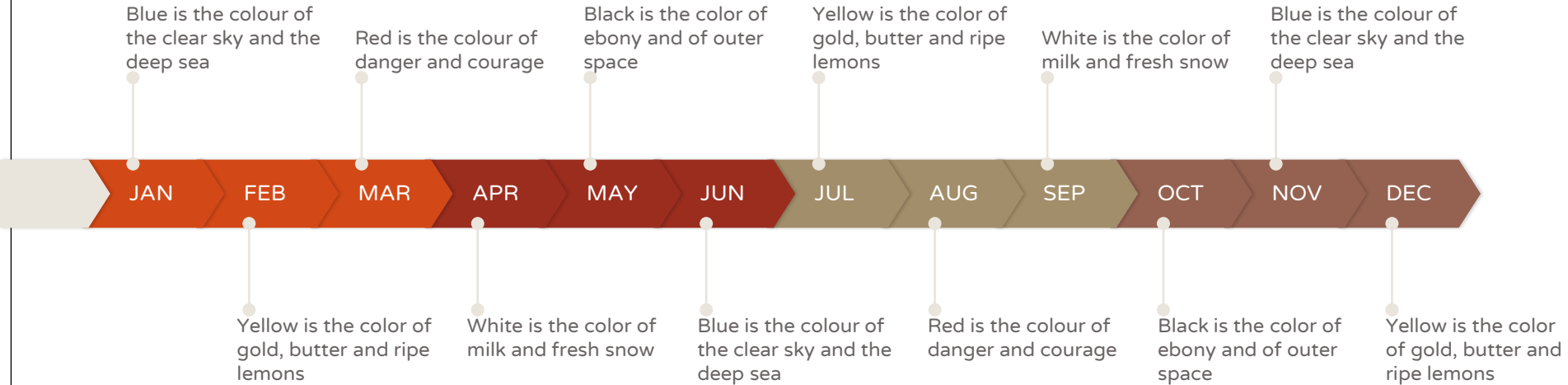
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Extra Resources

**For Business Plans, Marketing Plans,
Project Proposals, Lessons, etc**

Timeline



Roadmap

Blue is the colour of
the clear sky and the
deep sea



Red is the colour of
danger and courage



Black is the color of
ebony and of outer
space



Yellow is the color of
gold, butter and ripe
lemons



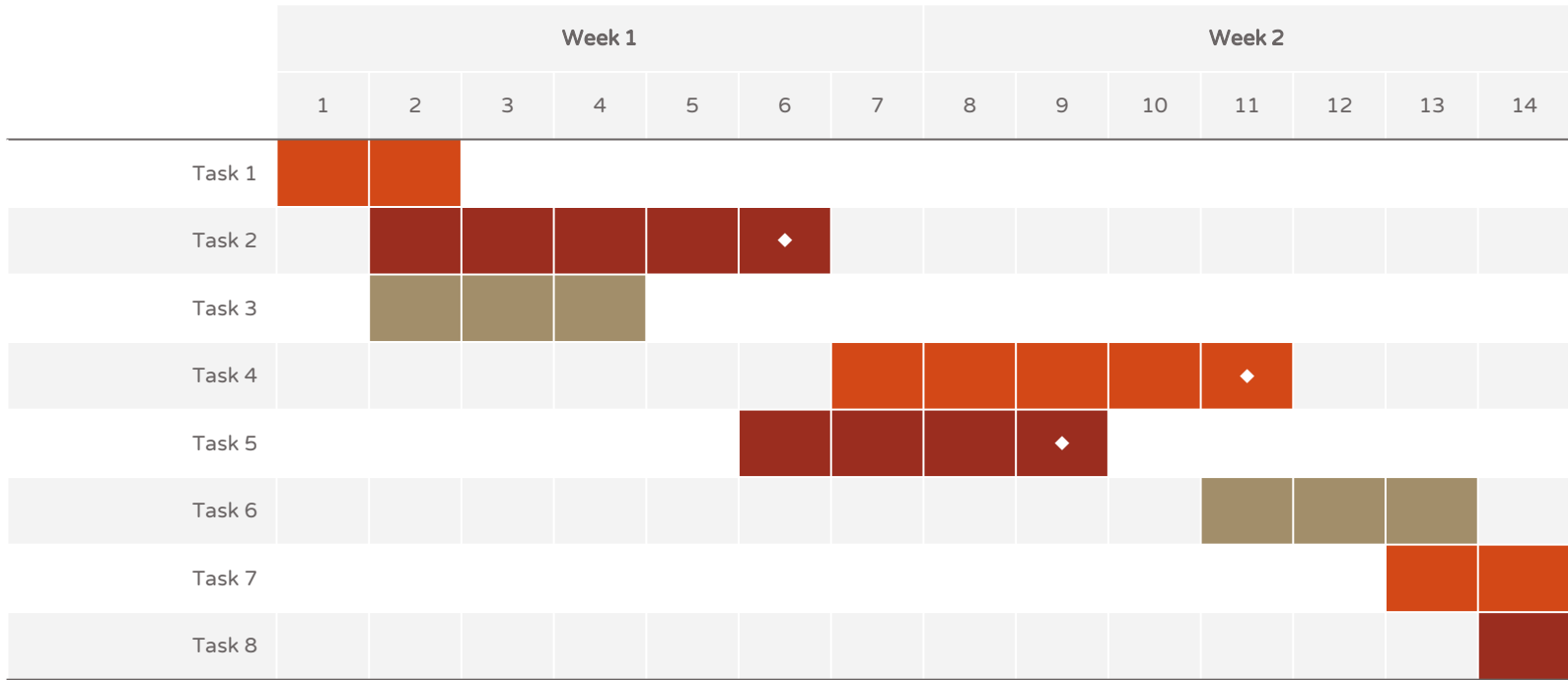
White is the color of
milk and fresh snow



Blue is the colour of
the clear sky and the
deep sea



Gantt Chart



SWOT Analysis

STRENGTHS

Blue is the colour of the clear sky and the deep sea

S

W

WEAKNESSES

Yellow is the color of gold, butter and ripe lemons

O

T










Black is the color of ebony and of outer space

OPPORTUNITIES

White is the color of milk and fresh snow

THREATS

Business Model Canvas

Key Partners Insert your content 	Key Activities Insert your content 	Value Propositions Insert your content 	Customer Relationships Insert your content 	Customer Segments Insert your content 
	Key Resources Insert your content 		Channels Insert your content 	
Cost Structure Insert your content 		Revenue Streams Insert your content 		

Funnel



Team Presentation



Imani Jackson

JOB TITLE

Blue is the colour of the
clear sky and the deep sea



Marcos Galán

JOB TITLE

Blue is the colour of the
clear sky and the deep sea



Ixchel Valdía

JOB TITLE

Blue is the colour of the
clear sky and the deep sea



Nils Årud

JOB TITLE

Blue is the colour of the
clear sky and the deep sea

Competitor Matrix

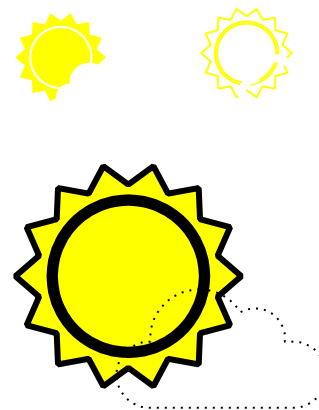
HIGH VALUE 2



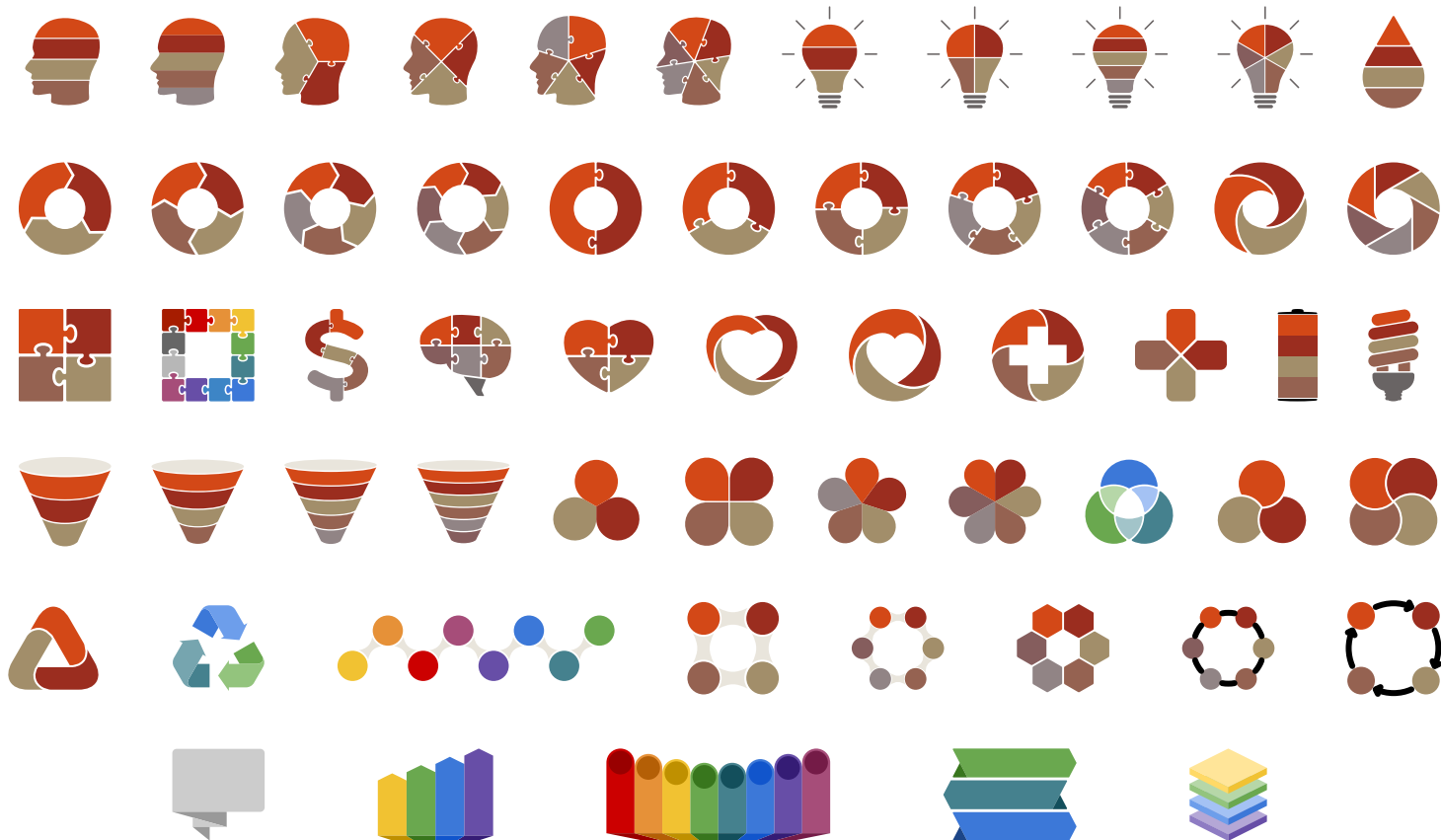
LOW VALUE 2

Weekly Planner

	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
9:00 - 9:45	Task	Task	Task	Task	Task	Task	Task
10:00 - 10:45	Task	Task	Task	Task	Task	Task	Task
11:00 - 11:45	Task	Task	Task	Task	Task	Task	Task
12:00 - 13:15	✓ Free time	✓ Free time	✓ Free time	✓ Free time	✓ Free time	✓ Free time	✓ Free time
13:30 - 14:15	Task	Task	Task	Task	Task	Task	Task
14:30 - 15:15	Task	Task	Task	Task	Task	Task	Task
15:30 - 16:15	Task	Task	Task	Task	Task	Task	Task



Diagrams and infographics



and many more...



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