

This is a sample Slide Deck that contains of one module of this Dynamic Listening instructor-led course.

# PRESENTATION SLIDE DECK

Listening Skills

# Module 3: Listening Skills

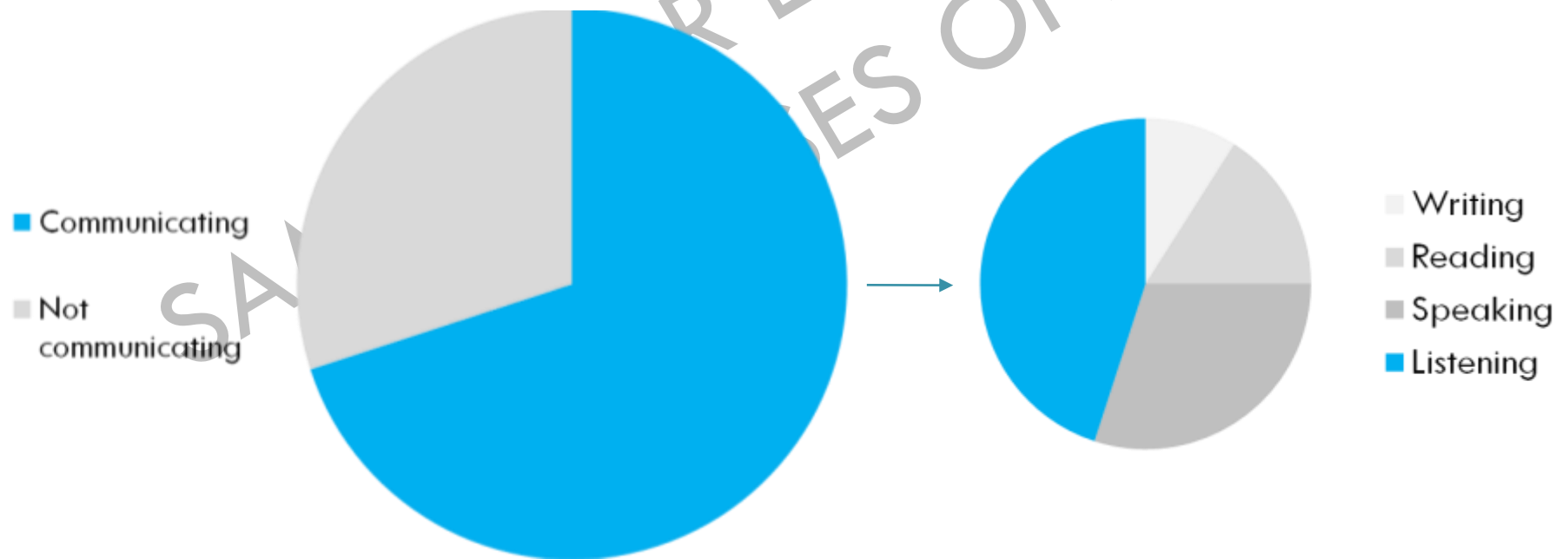
SAMPLE FOR EVALUATION  
PURPOSES ONLY

# Video

Note to programmers: Insert the video  
<https://www.youtube.com/watch?v=Dh24HdbR2JQ>  
into the powerpoint and set it to play when clicked. So  
when the facilitator clicks on this slide, the video auto-  
plays in this space.

# Listening: Statistics

Adults spend **70%** of their time communicating.  
Out of this, they spend **45%** just *listening!*



# Effective listening is more than just using your ears!



- Understand what is said

- Listen effectively & attentively

- Understand what is *unsaid*

# Activity 1: Quick Thinking

SAMPLE FOR EVALUATION  
PURPOSES ONLY

I'm going to ask you  
some quick questions.  
Let's see how well you  
can answer them.

*Answer quickly!*



# Effective listening is governed by seven principles:

1

Stop Talking!

2

Lose Distractions!

3

Put the speaker at ease

4

Be patient and empathize

5

Watch the tone

6

Look for the big picture

7

Don't forget the non-verbal cues!



# Key Principles of Listening

1

Stop Talking!

“ If we were supposed to talk more than we listen, we would have two tongues and one ear. ”

– Mark Twain



# Key Principles of Listening

- Get rid of distractions!
- Avoid unnecessary interruptions
- Focus on the conversation

2

Lose Distractions!

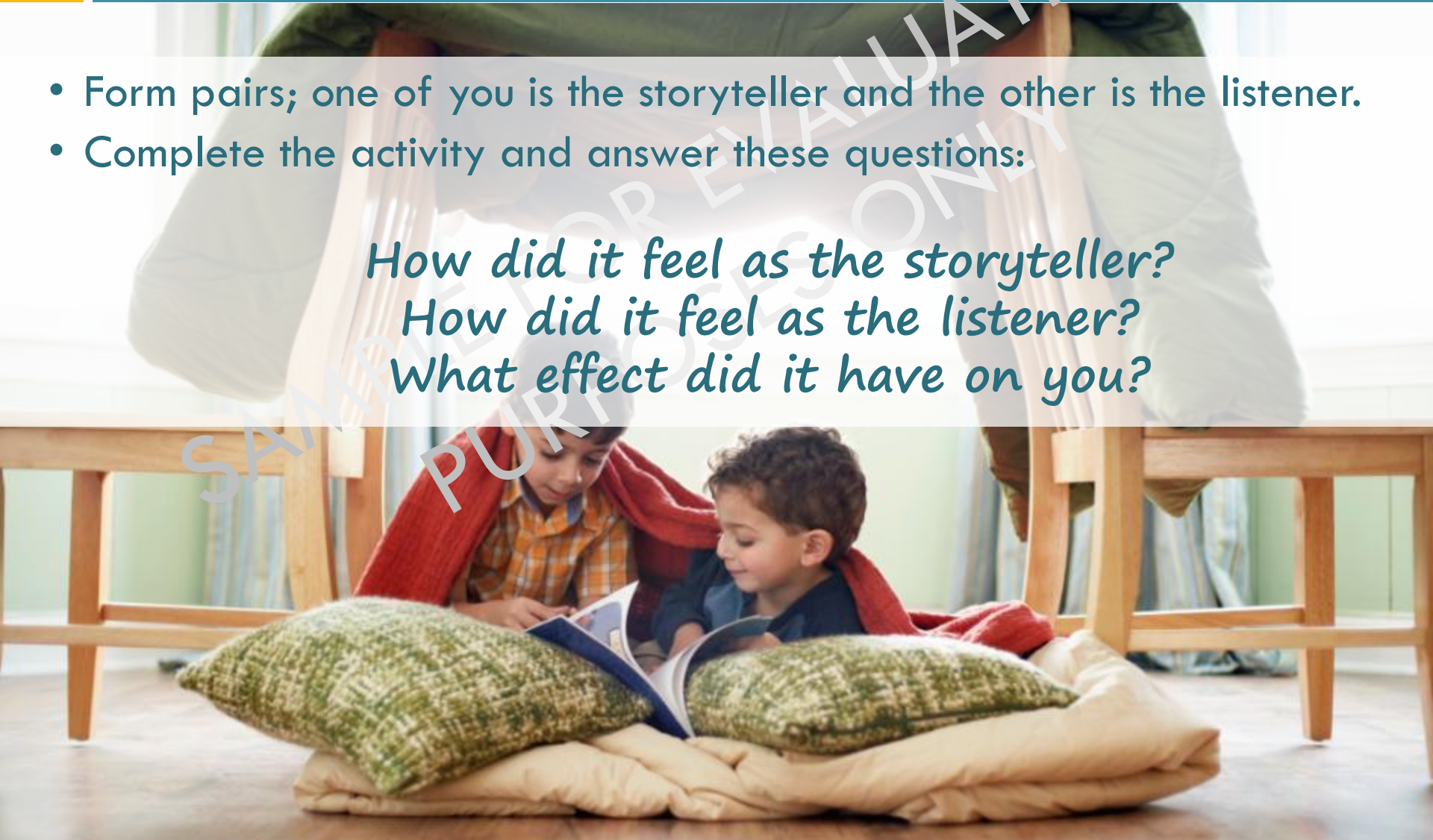
# Activity 2: Active Listening

- Form pairs; one of you is the storyteller and the other is the listener.
- Complete the activity and answer these questions:

*How did it feel as the storyteller?*

*How did it feel as the listener?*

*What effect did it have on you?*



# Key Principles of Listening

- Maintain eye contact
- Use positive gestures
- Positive reinforcements

3

Comfort level

# Key Principles of Listening

- Be patient
- Think from the speaker's perspective
- Be open-minded and listen

4

Patience & Empathy

# Key Principles of Listening

- Be patient
- Think from the speaker's perspective
- Be open-minded and listen

5

Listen to the tone

# Key Principles of Listening

6

Big Picture!

SAMPLE FOR EVALUATION  
PURPOSES ONLY

- Look at the big picture
- Understand the speaker's thought process
- Listen and learn

# Key Principles of Listening

7

Non-verbal Cues!

- Keep your eyes open for gestures, facial expressions, body language