



స్వీకృతి

Listening Skills





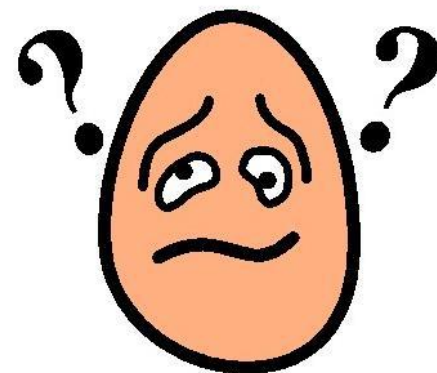
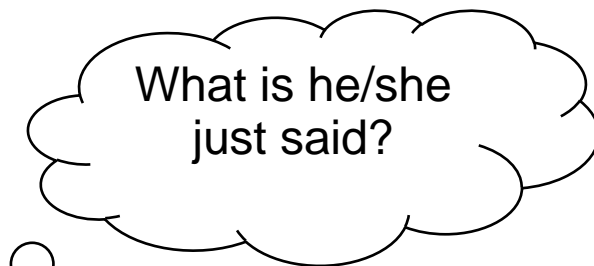
“ IT IS THE PROVINCE OF KNOWLEDGE
TO SPEAK AND IT IS THE PRIVILEGE OF
WISDOM TO LISTEN”

- **Oliver Wendell Holmes**





Did you ever had such expressions?

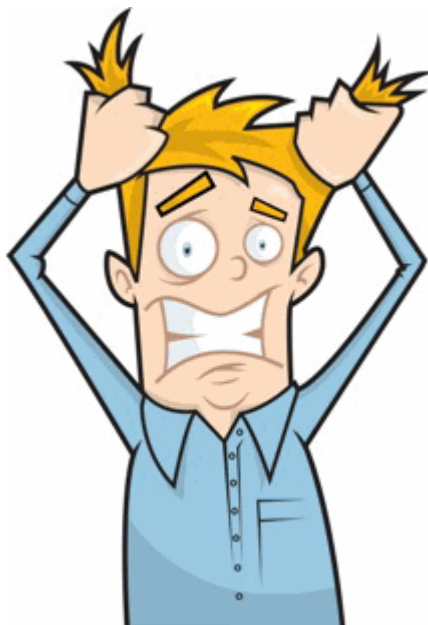




Did you ever had such expressions?



When the other person did not listen to you?





Spending of our time





Is Hearing and Taking the Same???

Hearing

- Accidental
- Involuntary
- Effortless

Listening

- Focused
- Voluntary
- Intentional





Self Assessment





- ✓ Listening Enough
- ✓ Attention
- ✓ Interest
- ✓ Asking Questions?
- ✓ Visualization
- ✓ Looking at the person
- ✓ Not Talking



BENEFITS OF EFFECTIVE LISTENING

Achieve your Organisational Goals



Prevent mistakes that make it necessary to redo work



BENEFITS OF EFFECTIVE LISTENING

Facilitate problem solving



Improve your relationships
with team mates



Listening Barriers

Distractions



Emotions



Listening Barriers

Ulterior motives



Speed gap



Assumptions





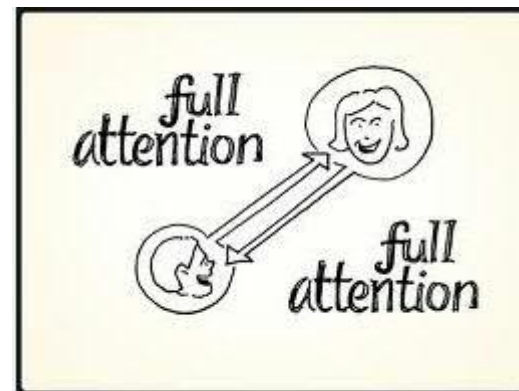
How to Listen Actively?





How to Listen Actively?

Give the speaker your full attention



Demonstrate your attention / Respond



How to Listen Actively?



Ask and Raise Questions



Thank
You

