

## **Effective Listening**

Effective communication exists between 2 people when the process of interpreting and understanding the sender's message is the same way the sender intended it.

### Sources of difficulty by the sender-

Too low to be heard

Accent obscures clarity

Forgetting the purpose

Body language contradicts the verbal message

### Sources of difficulty by the listener

Being pre-occupied

Listening mainly for an opening to get the floor

Letting your personal beliefs interfere with the message

Judging the speaker

Not asking for clarification

The 2 best types of listening are-

#### 1 Attentive

You are genuinely interested in the communication, try hard to understand and actively listen.

#### 2 Reflective

You re-state or paraphrase the message as you understand it and reflect back for verification and amplification. Reflective listening is a core counselling technique.