



Co-funded by the  
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WP2 – Competences on integration and  
inclusion for VET practitioners

# Workshop n.2

## “Active Listening and Observing”

TUCEP

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# What is Active Listening and Observing?



- Active listening is a communication technique that involves *more* than just hearing the words the speaker is saying.
- It focuses on **what** the speaker is saying, including intonation, body language, and facial expressions.
- It involves to pay attention to what is **behind the words**: feelings, emotions and concerns.
- Be sure you truly understand what the speaker is communicating and **engaged** in the conversation.

## What is Active Listening and Observing?

Active listening and observing is especially important when working with groups of disadvantaged learners because it allows you to **tailor a communication style to their needs**, so to foster **inclusion** and **integration** in the learning process.



# Why this workshop

Active listening and observing is a skill that can be developed **with practice.**



This workshop aims to **provide you techniques and other practical tips** to become an effective active listener in your daily work with learners!



## **BRAINSTORMING ACTIVITY:**

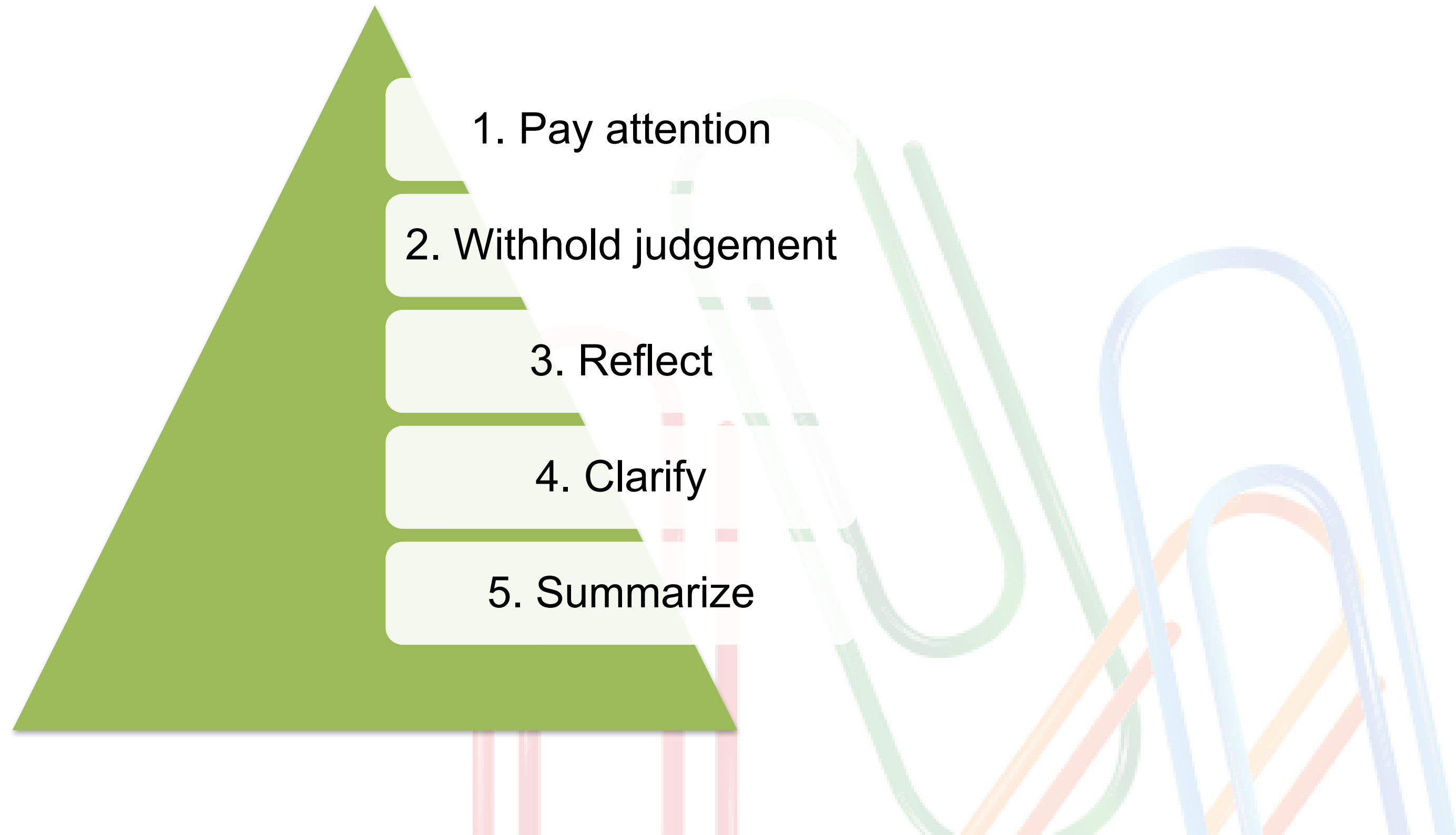
In your experience, what are the **main challenges** to becoming a good active listener?



# ACTIVE LISTENING TECHNIQUES

Enhancing your active listening skillset involves more than just hearing what others are saying.

You can use the following 6 techniques:



# ACTIVE LISTENING TECHNIQUES

## 1. Pay attention

- set a **comfortable tone** that gives the speaker an opportunity to think and talk
- allow for a **brief pause** before responding
- **avoid interrupting**, finishing the other person's sentences, or mentally preparing your reply before they've finished speaking.
- pay attention to your **body language and mental state** when practicing active listening.
- **be focused on the moment**
- maintain **eye contact** with the speaker and really concentrate on their words
- listen from a place of **respect** and **attentiveness**



PAY ATTENTION



DON'T INTERRUPT



USE POSITIVE  
BODY LANGUAGE



MAINTAIN  
EYE CONTACT

# ACTIVE LISTENING TECHNIQUES

## 2. Withhold judgment



- Be **open** to new ideas, perspectives and possibilities
- Try to view the conversation from the **speaker's perspective**
- Even when you have strong views, **suspend judgement**, hold any criticism and avoid interruptions
- **Be aware of your personal biases** or preconceived notions that may be influencing your listening
- Maintain an **open body posture** (keeping our arms uncrossed, facing the speaker directly, and leaning slightly forward)

# ACTIVE LISTENING TECHNIQUES

## 3. Reflect

- **Do not assume** that you understand correctly or that the speaker knows you have heard them
- **Paraphrasing** what the speaker has said to demonstrate understanding
- **By reflecting the speaker's words and emotions**, you ensure that you are interpreting their message correctly and help the speaker feel heard and validated.



- It encourages **open communication** and reinforces that both parties are aligned in the conversation.
- This active engagement fosters **trust and mutual respect** in dialogue



# ACTIVE LISTENING TECHNIQUES

## 4. Clarify



REQUEST  
CLARIFICATION

- **Ask questions** about any issue that is unclear or ambiguous.
- If you have doubt or confusion about what the other person has said, ask something like *“let me see if I’m understand. Are you talking about...?”* or *“so, if I understood correctly, you are saying that.....”*
- In this way, you not only confirm your understanding but also give the speaker an **opportunity to clarify any misconceptions.**

# ACTIVE LISTENING TECHNIQUES

## 5. Summarise



- Summarise by **repeating key points** to confirm our comprehension and show that we are actively engaged and attentive
- It helps both parties **to be clear on mutual responsibilities** and next steps
- **Give** a brief **restatement** of core themes raised by the speaker might be: *“let me summarise to check my understanding....Did I get that right?”*



# *BENEFITS* OF ACTIVE LISTENING AND OBSERVING



## **FOSTER INCLUSIVE LEARNING ENVIRONMENTS**

Active listening allows educators to better understand the diverse needs, perspectives and backgrounds of their students. This helps in adapting teaching methods to ensure that all students, especially those from disadvantaged or marginalised groups, feel heard and included, creating a more supportive learning environment



## **BUILD TRUST AND RELATIONSHIPS**

When teachers and learners listen to each other, mutual trust is built, which is crucial for an effective learning environment. Active listening fosters open communication, where students feel valued and respected, which enhances participation and collaboration



## **IMPROVE COMMUNICATION SKILLS**

Both educators and students improve their ability to communicate clearly and empathetically. Active listening teaches them to articulate thoughts better, respond to feedback, and engage in meaningful dialogues.

# *BENEFITS* OF ACTIVE LISTENING AND OBSERVING



## **PROMOTE EMOTIONAL INTELLIGENCE**

Active listening requires individuals to pay attention not only to words but also to non-verbal cues and body language. This increases emotional awareness and empathy, key components of emotional intelligence, which are important for interpersonal relationships in the learning environment



## **REDUCE MISUNDERSTANDINGS**

By reflecting, clarifying, and summarizing, active listeners reduce the chances of misinterpretation. This is particularly valuable in complex learning environments where multiple ideas are exchanged and processed.



## **INCREASE LEARNERS ENGAGEMENT AND MOTIVATION**

When learners feel heard, they are more likely to engage actively in the learning process. Active listening makes learners feel that their contributions matter, which increases their motivation and commitment to learning.



# ACTIVE LISTENING: give constructive feedback

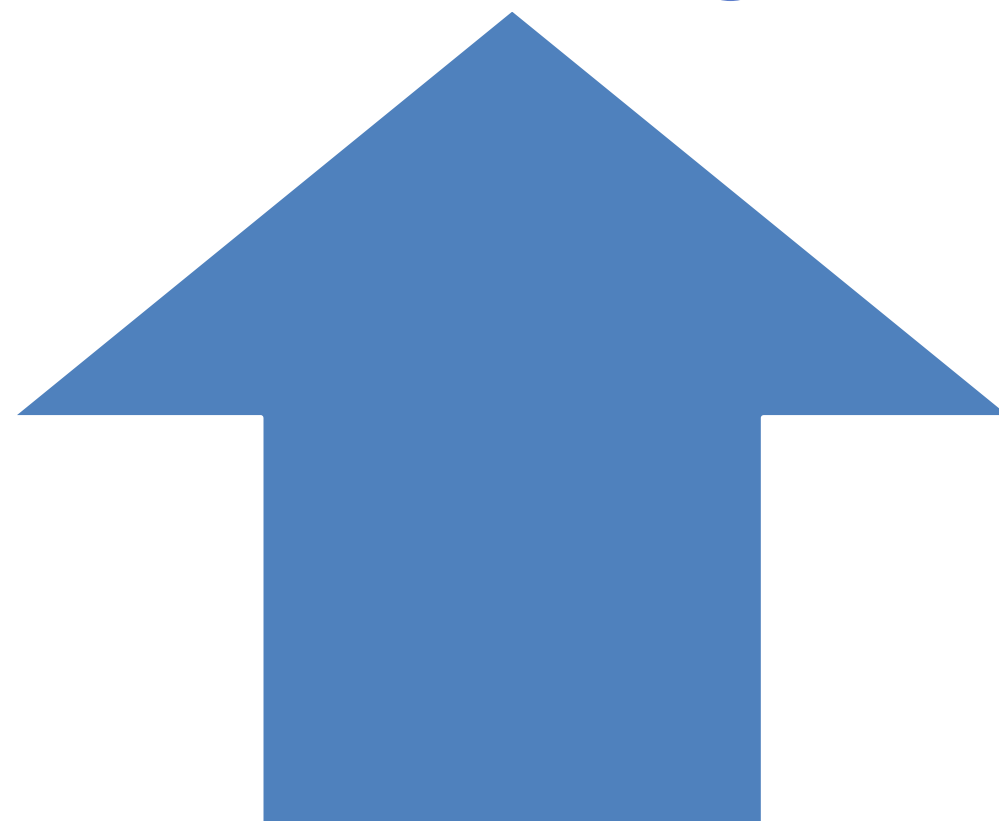


Providing constructive feedback and receiving feedback graciously are essential components of active listening.

Effective feedback allows for **growth** and **understanding** on both sides of the conversation

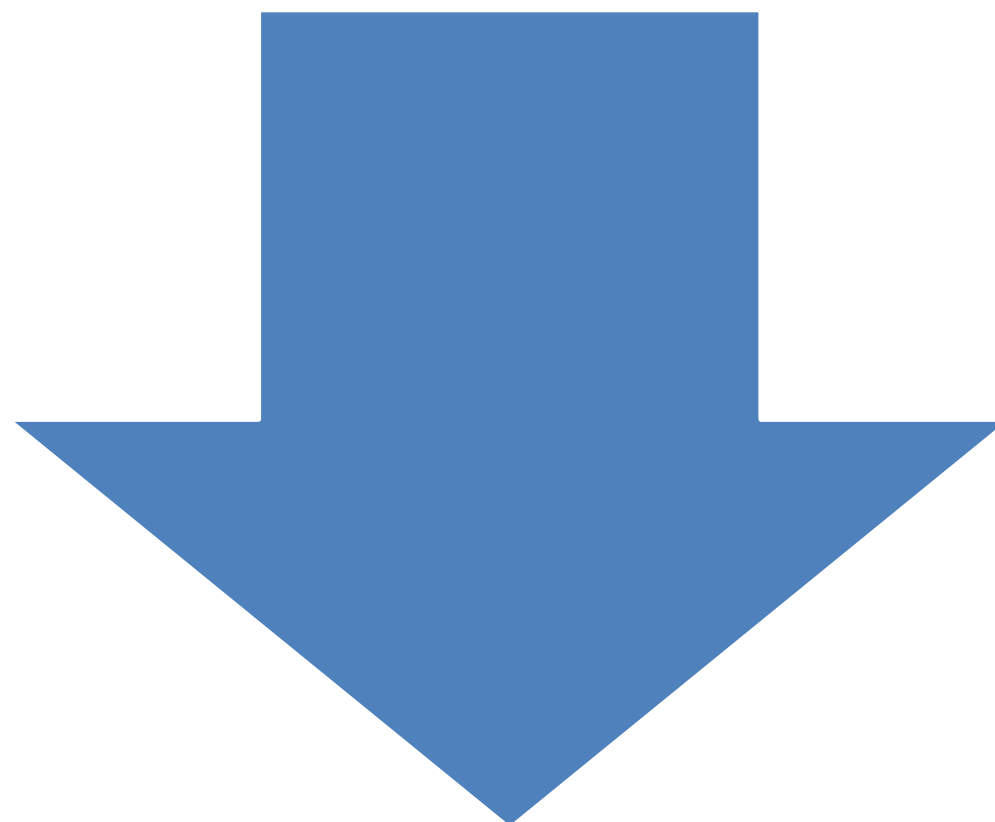


# ACTIVE LISTENING: give constructive feedback



## **PROVIDING CONSTRUCTIVE FEEDBACK**

- Be specific, constructive, and non-judgmental.
- Offer observations about the speaker's communication style, highlight areas of strength, and suggest areas for improvement.
- Give it in a supportive and respectful manner



## **RECEIVING FEEDBACK GRACIOUSLY**

- Be open to suggestions and willing to learn and grow
- Listen attentively, ask clarifying questions, and thank the person for their input
- Embrace feedback with a growth mindset allows us to continually improve our listening skills.

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# iTHANK YOU!

ABOUT US

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