

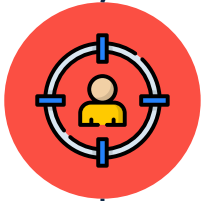
Active Listening Infographics

Here is where this
template begins



Active listening infographics

Active listening is



Focused

Mercury's name has nothing to do with the liquid metal, since this planet was named after a Roman god



Voluntary

Despite being red, Mars is actually a cold place. It's full of iron oxide dust, which gives the planet its reddish cast

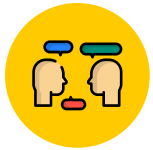


Intentional

Venus has a beautiful name and is the second planet from the Sun. It's terribly hot and its atmosphere is poisonous

Active listening infographics

Listening statistics



Time people spend communicating

Venus is the second planet from the Sun



75%



Time people spend listening

Jupiter is a gas giant and the biggest planet



55%



Remembering what they hear

Despite being red, Mars is actually a cold place



25%



Using different listening styles

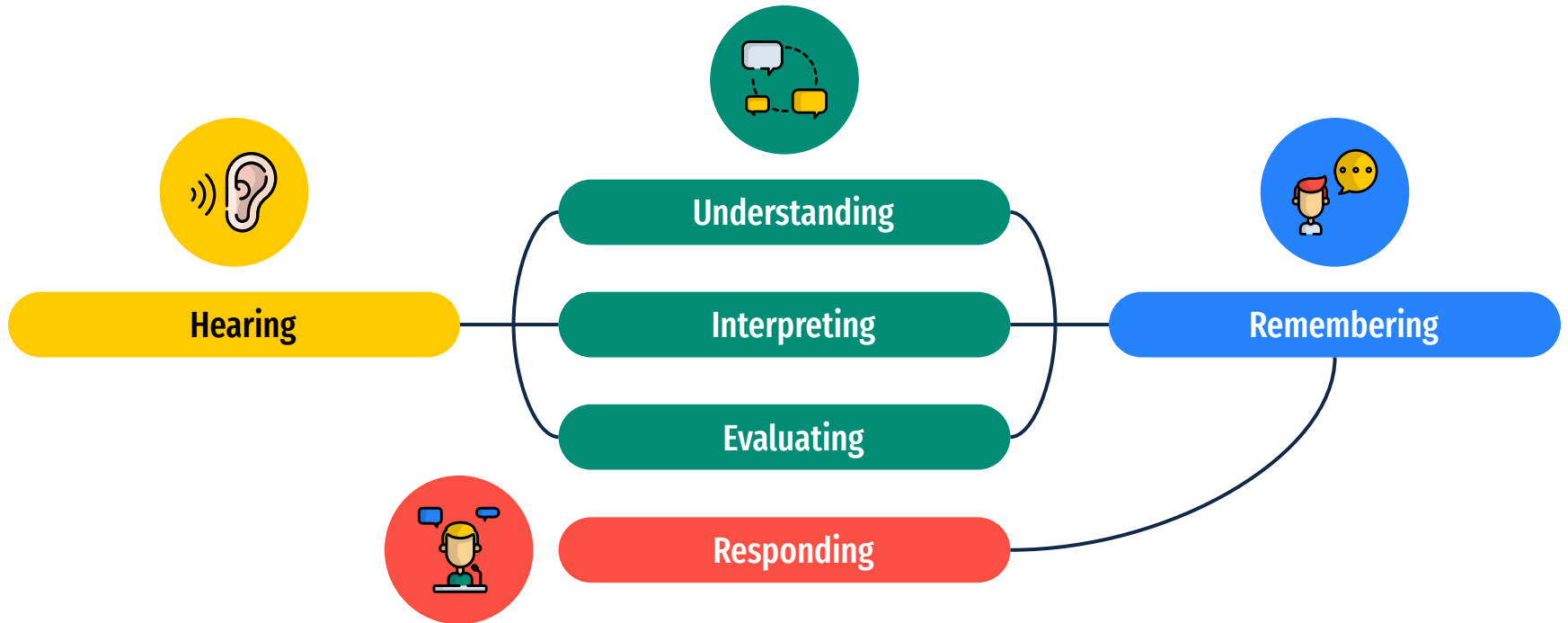
Mercury is the closest planet to the Sun



40%

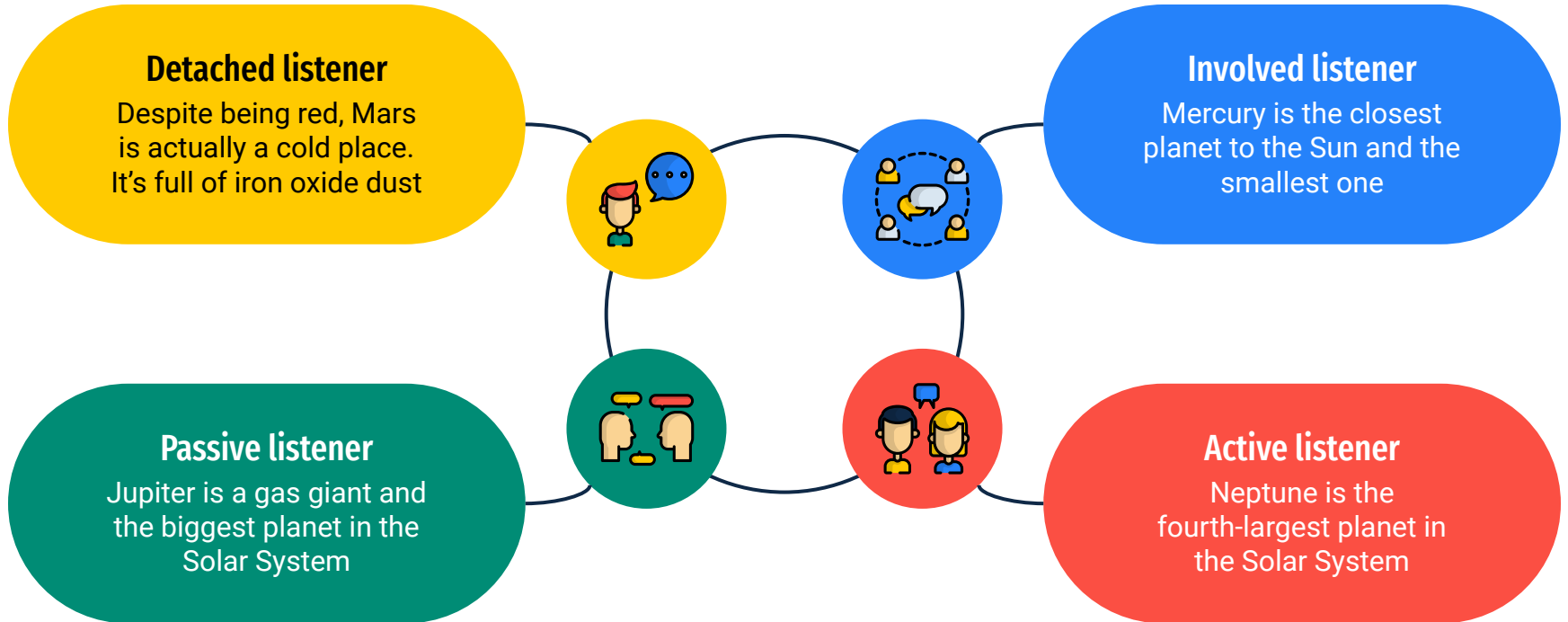
Active listening infographics

Listening and responding process



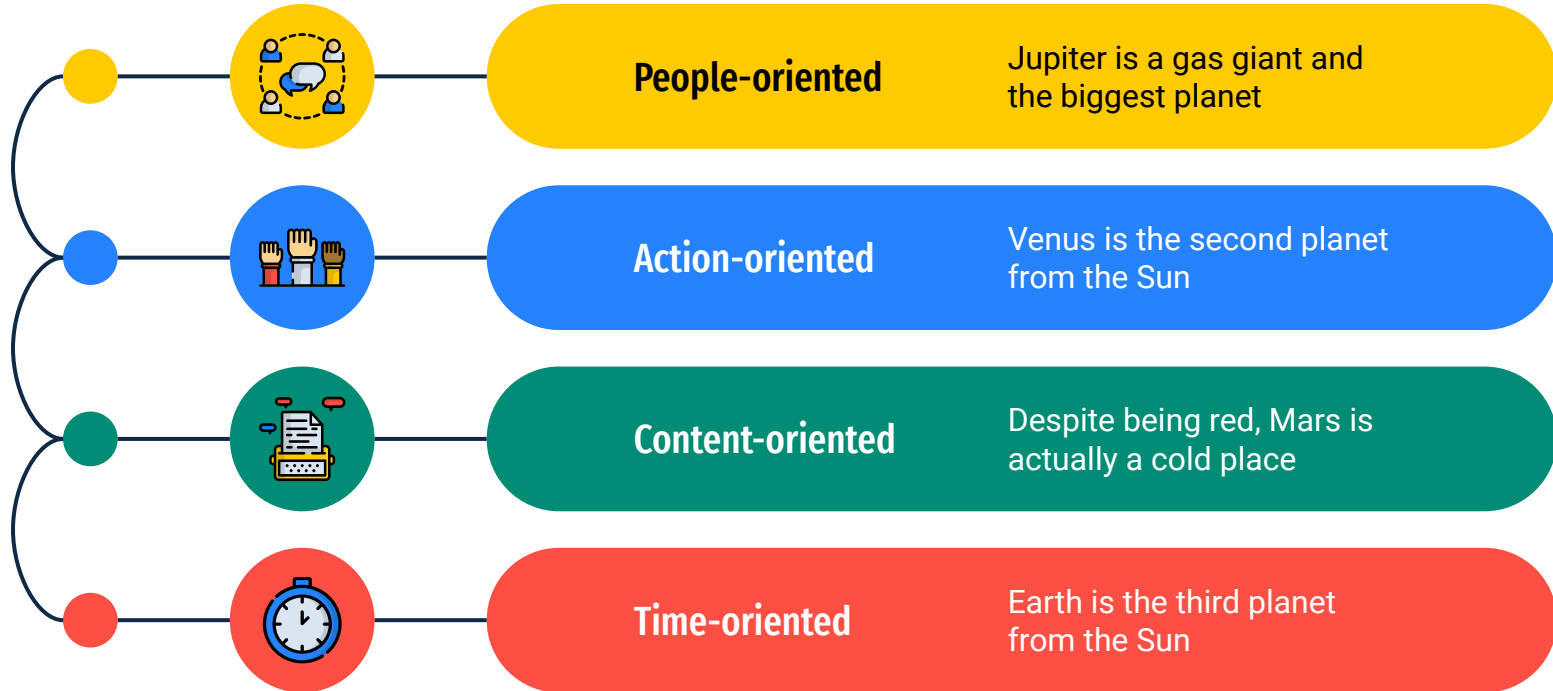
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Types of listeners



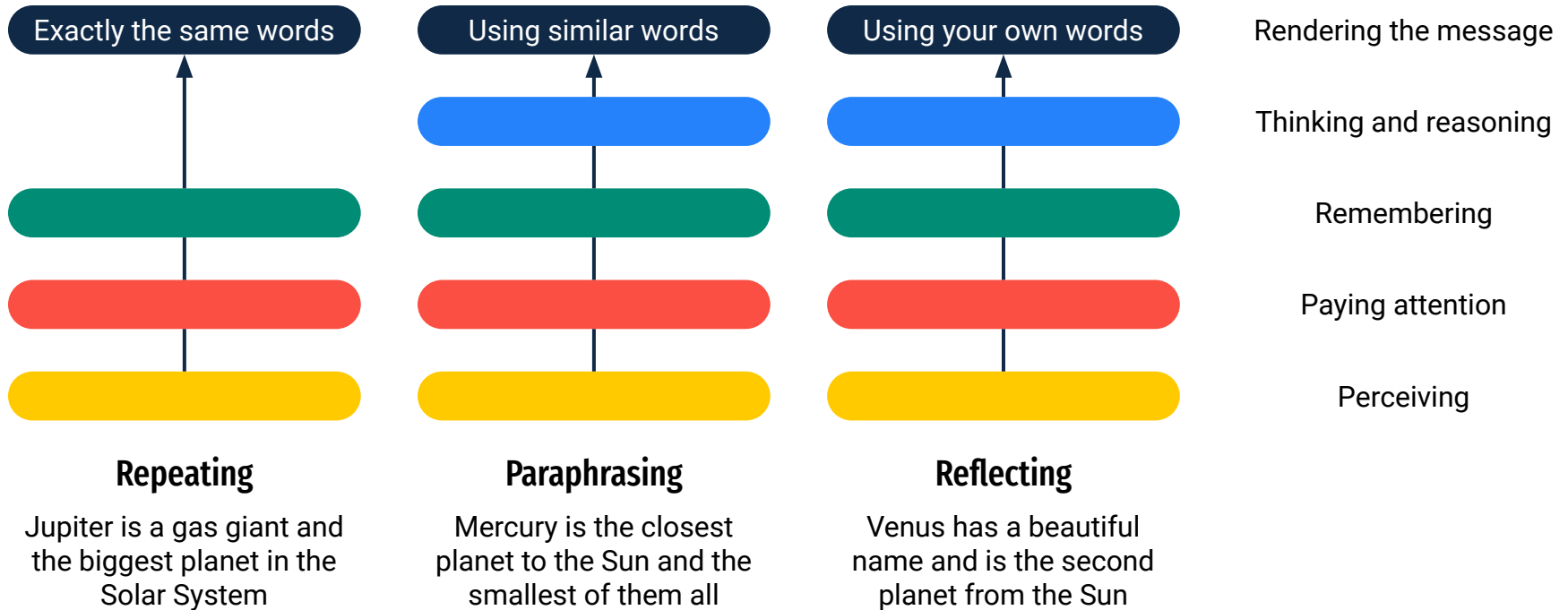
Active listening infographics

Types of listeners



Active listening infographics

Degrees of active listening



Active listening infographics

Passive listener

Hear without trying to understand

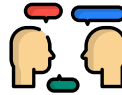
Venus has a beautiful name and is the second planet from the Sun

Doesn't engage in the conversation

Despite being red, Mars is actually a cold place. It's full of iron oxide dust

Is easily distracted

Jupiter is a gas giant and the biggest planet in the Solar System



Active listener

Try to understand the message

Mercury is the closest planet to the Sun and the smallest of them all

Show signs of listening

Earth is the third planet from the Sun and the only one that harbors life

Pay full attention

Saturn was named after the Roman god of wealth and agriculture

Active listening infographics

Active listeners

- Despite being red, Mars is actually a cold place
- Jupiter is a gas giant and the biggest planet
- Venus is the second planet from the Sun
- The Sun is the star at the center of the Solar System



Passive listeners

- Saturn is a gas giant and has several rings
- Mercury is the closest planet to the Sun
- Neptune is the farthest planet from the Sun
- Ceres is located in the main asteroid belt

Active listening infographics

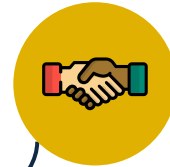
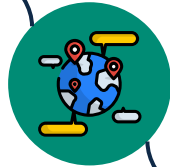
Characteristics of an active listener

Is open-minded

Jupiter is a gas giant and the biggest planet in the Solar System

Is self-motivated

Venus has a beautiful name and is the second planet from the Sun



Actively participates

Despite being red, Mars is actually a cold place. It's full of iron oxide dust

Reflects on information

Mercury is the closest planet to the Sun and the smallest of them all

Connects

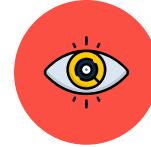
Earth is the third planet from the Sun and the only one that harbors life

Active listening infographics

Active listening anatomy

Focused brain

Mercury is the smallest planet in the Solar System

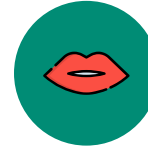


Eyes looking at the person

Despite being red, Mars is actually a cold place

Ears prepared to hear

Earth is the third planet from the Sun and harbors life



Mouth silent so as to listen

Neptune is the farthest planet from the Sun

Open heart

Saturn is a gas giant and has several rings



Straight back

Saturn is composed mostly of hydrogen and helium

Hands without moving

Jupiter is a gas giant and the biggest planet of them all



Feet still on the floor

The Sun is the star at the center of the Solar System

Active listening infographics

Key active listening skills

Paying close attention

Mercury is the smallest planet in the entire Solar System

Posing open-ended inquiries

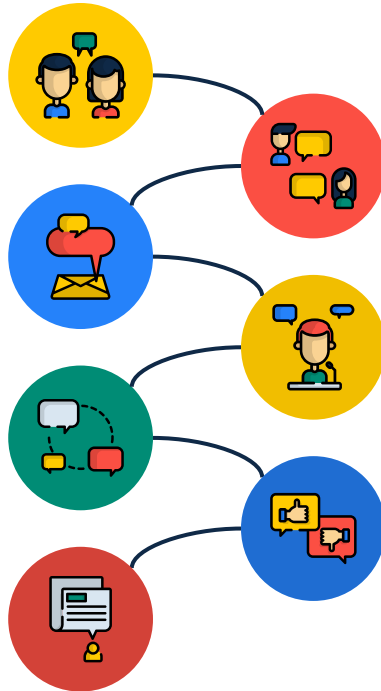
Earth is the third planet from the Sun and the only one that harbors life

Asking probing questions

Venus has a beautiful name and is the second planet from the Sun

Saying with your own words

Jupiter is a gas giant and the biggest planet in the Solar System



Asking for clarification if needed

Neptune is the farthest planet from the Sun and the fourth-largest

Being sensitive to feelings

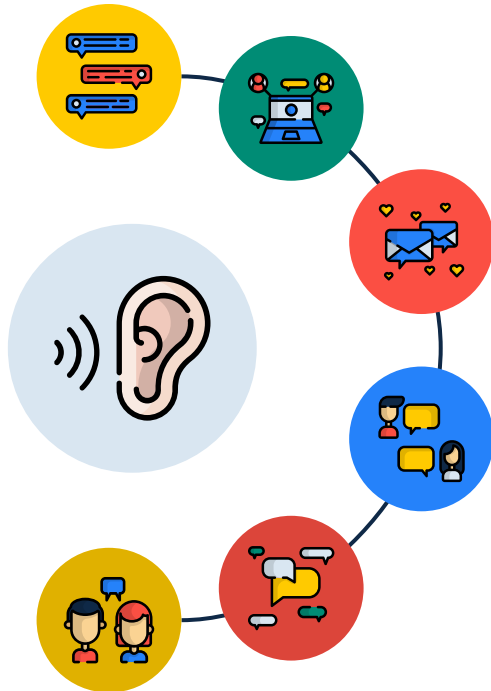
Despite being red, Mars is actually a cold place. It's full of iron oxide dust

Summarizing what you hear

Saturn is the ringed planet and is composed of hydrogen and helium

Active listening infographics

Active listening skills



Paraphrasing

Saturn is a gas giant and has several rings

Summarizing

Despite being red, Mars is actually a cold place

Reflecting feelings

Earth is the third planet from the Sun and we live on it

Asking for clarification

Mercury is the closest planet to the Sun and the smallest one

Asking open-ended quest.

Jupiter is the biggest planet in the Solar System

Asking probing questions

Venus is the second planet from the Sun

Active listening infographics

Sensing

- Jupiter is the biggest planet
- Earth harbors life
- Mercury is a small planet

Evaluating

- Venus has a beautiful name
- Mars is actually a cold place
- Neptune is far away

Responding

- The Sun is a bright star
- Pluto is a dwarf planet
- Ceres is in the asteroid belt

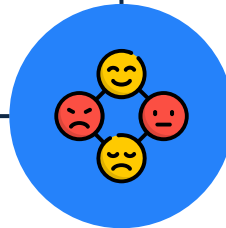


Active listening infographics

Earth is the third planet from the Sun and the only one that harbors life in the Solar System

Sounds like

Mercury's name has nothing to do with the liquid metal, since this planet was named after a Roman god



Looks like

Despite being red, Mars is actually a cold place. It's full of iron oxide dust, which gives the planet its reddish cast

Feels like

Venus has a beautiful name and is the second planet from the Sun. It's terribly hot and its atmosphere is poisonous

Active listening infographics



Sounds

Venus has a beautiful name and is the second planet from the Sun

- I sit quietly and listen
- I make inquiries
- I answer inquiries



Looks

Despite being red, Mars is actually a cold place. It's full of iron oxide dust

- I take a good seat
- I raise my hand to speak
- I avoid distracting items



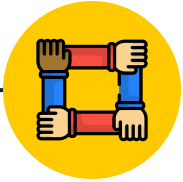
Feels

Jupiter is a gas giant and the biggest planet in the Solar System

- I understand
- I'm aware of what's going on
- I belong here

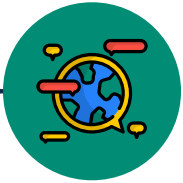
Active listening infographics

Benefits of active listening



Builds deep trust

Despite being red, Mars is actually a cold place



Opens your mind

Jupiter is a gas giant and the biggest planet of them all



Reduces misunderstandings

Mercury is the closest planet to the Sun and the smallest one



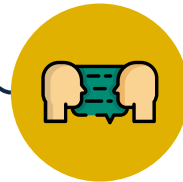
Improves your patience

Earth is the third planet from the Sun and we live on it



Increases knowledge

Saturn is composed mostly of hydrogen and helium

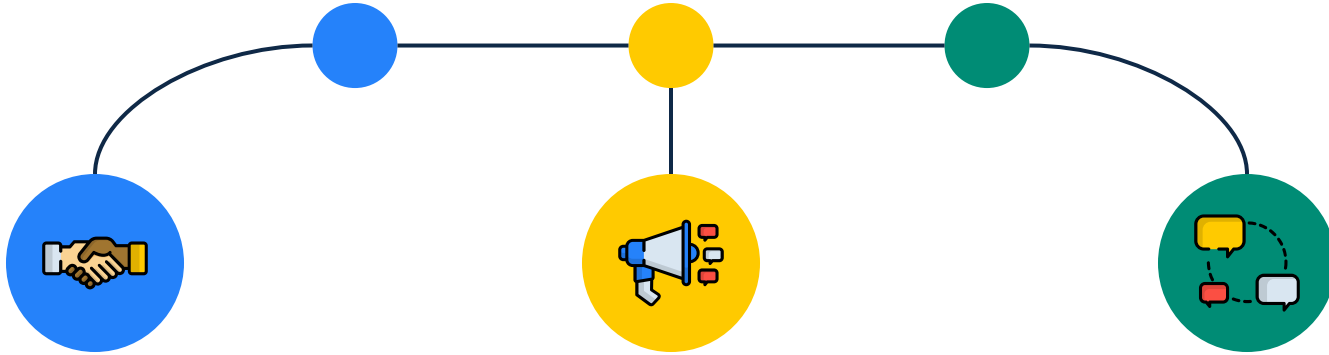


Helps solving disagreements

Venus is the second planet from the Sun and is terribly hot

Active listening infographics

Encourage communication



Convey interest

Despite being red, Mars is actually a cold place. It's full of iron oxide dust

Use voice intonations

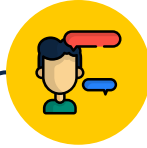
Jupiter is a gas giant and the biggest planet in the Solar System

Clarify what is said

Mercury is the closest planet to the Sun and the smallest one

Active listening infographics

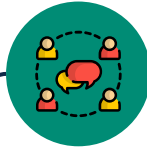
Be authentic in your communication



Demonstrate acceptance



Be empathetic with your receiver



Ask for clarification if needed



Mercury is the closest planet to the Sun and the smallest one in the Solar System

Jupiter is a gas giant and the biggest planet in the Solar System

Despite being red, Mars is actually a cold place. It's full of iron oxide dust

Earth is the third planet from the Sun and the only one that harbors life

Active listening infographics

How can you effectively listen?

01



Check non-verbals

Pluto is now considered a dwarf planet

02



Don't make assumptions

Ceres is located in the main asteroid belt

03



Encourage the conversation

Mercury is the closest planet to the Sun

04



Visualize what they say

Mars is a cold place full of iron oxide dust

05



Pay attention to the receiver

Jupiter is the biggest planet of them all

Active listening infographics



Give full attention

Venus has a beautiful name and is the second planet from the Sun



Focus on the speaker

Despite being red, Mars is a cold place. It's full of iron oxide dust



Identify the feelings behind

Earth is the third planet from the Sun and the one that harbors life



Watch non-verbal language

Mercury is the closest planet to the Sun and the smallest one



Rephrase the message

Jupiter is a gas giant and the biggest planet in the Solar System



Active listening infographics

Maintain eye contact

Mercury is the closest planet to the Sun and the smallest one

Ask questions

Jupiter is a gas giant and the biggest planet of them all

Try to understand

Saturn is composed mostly of hydrogen and helium



Repeat back

Despite being red, Mars is actually a cold place

Don't interrupt

Venus is the second planet from the Sun

Pay attention

Earth is the third planet from the Sun and where we live on

Active listening infographics

Build trust

Venus is the second planet from the Sun

Ask specific questions

Mercury is the closest planet to the Sun

Demonstrate concern

Jupiter is a gas giant and the biggest planet

Use verbal affirmations

Earth is the third planet from the Sun

Face the person

Despite being red, Mars is actually a cold place



Active listening infographics

How to be an active listener

Pay close attention

Mercury is the closest planet to the Sun and the smallest one in the Solar System

Don't judge the speaker

Saturn is a gas giant and was named after the Roman god of wealth and agriculture

Don't interrupt

Jupiter is a gas giant and also the biggest planet in the entire Solar System



Repeat what you have heard

Despite being red, Mars is actually a cold place. It's full of iron oxide dust

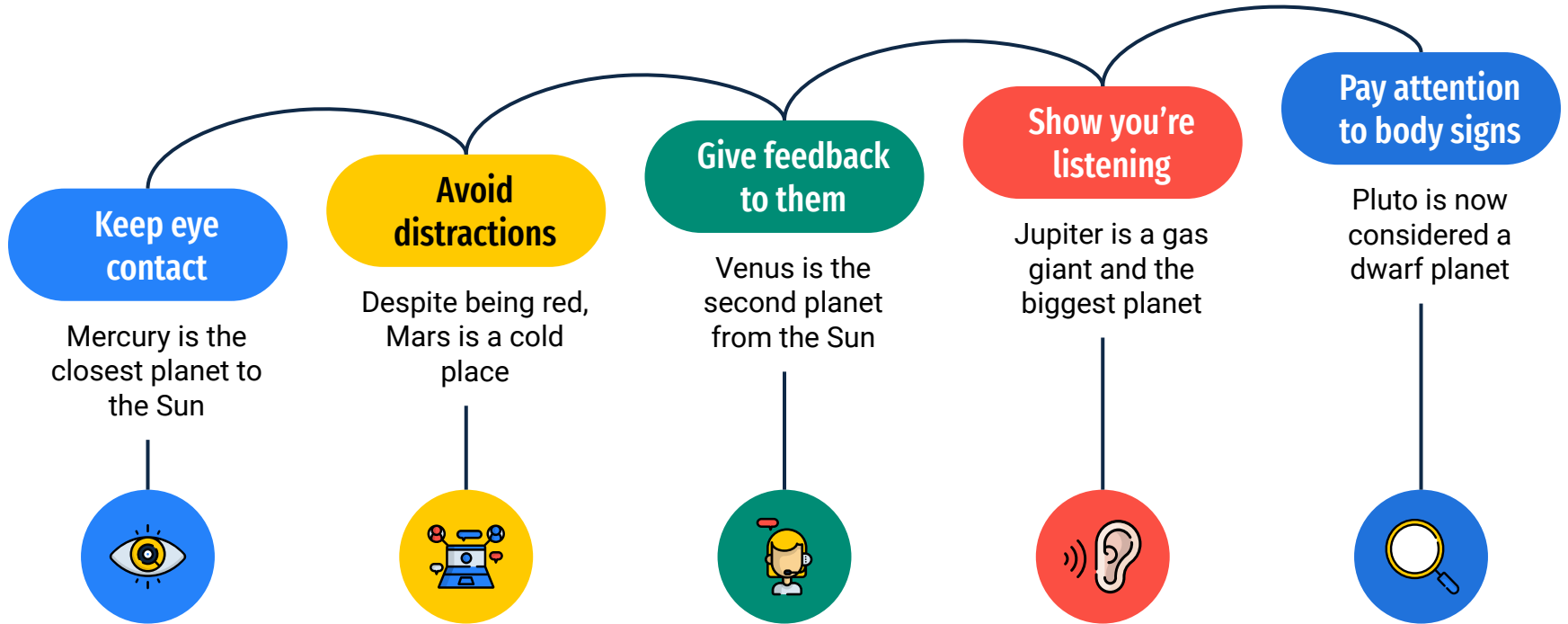
Show you're focused

Earth is the third planet from the Sun and the only one that harbors life in the Solar System

Give a short summary

Neptune is the farthest planet from the Sun and the fourth-largest by diameter

Active listening infographics



Active listening infographics

Skill	Behavior	What to do	What to avoid
Proving	Venus is the second planet from the Sun	Mercury is the closest planet to the Sun	Earth is the third planet from the Sun
Giving feedback	Jupiter is the biggest planet of them all	Mars is actually a very cold place	The Sun is the closest star to Earth
Being quiet	Saturn is a gas giant and has several rings	Neptune is the farthest planet from the Sun	The Moon is Earth's only natural satellite
Reflecting	Earth is the planet that harbors life	Ceres is located in the main asteroid belt	Saturn is composed of hydrogen and helium
Interpreting	Pluto is now considered a dwarf planet	Venus has extremely high temperatures	Mars is red due to being full of iron oxide dust

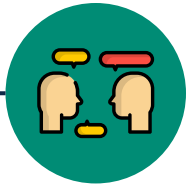
Active listening infographics

Phrases you can use

01

I thought I hear you say...

Venus has a beautiful name and is the second planet from the Sun



02

Can you tell me more about...?

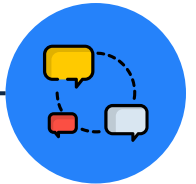
Jupiter is a gas giant and the biggest planet in the Solar System



03

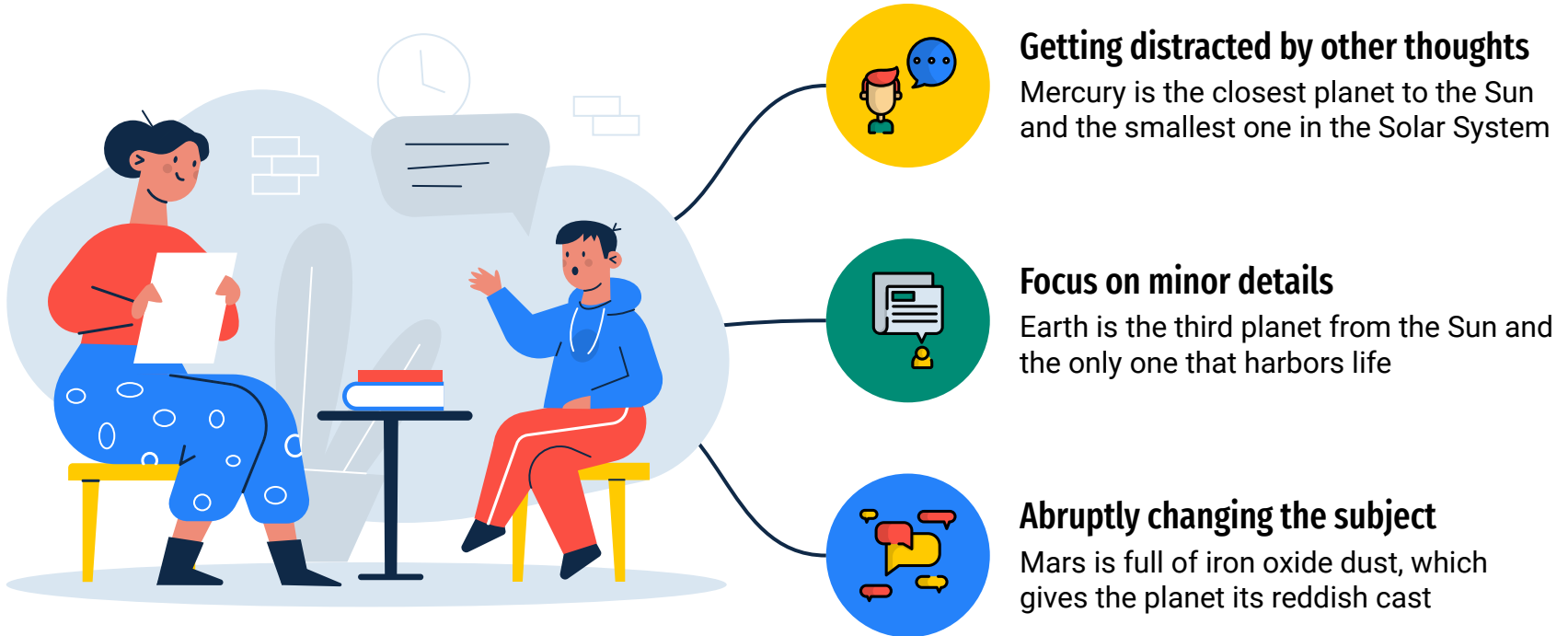
Have you considered...?

Despite being red, Mars is actually a cold place. It's full of iron oxide dust



Active listening infographics

Avoid this during active listening



Active listening infographics

Avoid these listening habits

Being trapped in your mind

The Sun is the star at the center of the Solar System

Forgetting what the said

Ceres is located in the main asteroid belt

Rushing the speaker

Mercury is the smallest planet in the Solar System

Pretending to pay attention

Earth is the third planet from the Sun and where we live on



Not showing respect

Jupiter is a gas giant and the biggest planet of them all

Just hearing

Despite being red, Mars is actually a cold place

Interrupting the speaker

The Moon is Earth's only natural satellite

Not making eye contact

Venus is the second planet from the Sun

Active listening infographics

Barriers to active listening

Mercury is the closest planet to the Sun and the smallest one in the Solar System

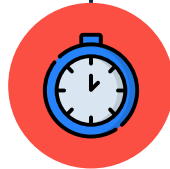


Noises



Receiver biases

Despite being red, Mars is actually a cold place. It's full of iron oxide dust



Short span of attention



Listening apprehension

Neptune is the fourth-largest planet by diameter in the Solar System

Earth is the third planet from the Sun and the only one that harbors life

Active listening infographics

Blocks to active listening



Daydreaming

Despite being red, Mars is actually a cold place. It's full of iron oxide dust

Rehearsing

Jupiter is a gas giant and the biggest planet in the Solar System



Filtering

Earth is the third planet from the Sun and the one that harbors life

Judging

Mercury is the closest planet to the Sun and the smallest one



Distractions

Venus has a beautiful name, but also high temperatures



Icon pack: discussion | linear color



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