



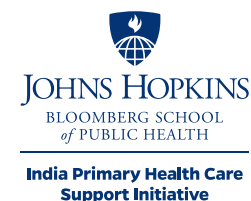
ACTIVE LISTENING FLIPCHART

MODULE 4

Touchpoint 2



Government of Meghalaya
Health and Family Welfare Department



What is more important to you while communicating?

Understanding

**Ask for
explanations,
even if it leads to
disagreements**

Agreement

**Don't ask for
explanations
because
it can lead to
disagreements and
discomfort**

Agan talate on.ani somoi-o ang.na maia gamchatbata?

Masichakgrikani

**Meligrikgijaniona
sokangenchimoba
name dokbadale
talatna aganbo.**

Meligrikani

**Talate on.aniko
binabe maina
unon meligrikgijani
ba nengnikanirang
ong.naba gnang.**

What is more important to you while communicating?

Interrupting

**Start asking
for explanations
before the other
person has finished**

Pausing

**Wait for the
other person to
finish speaking,
reflect on what they
said, then ask
for explanations**

Jensalo agan talate on.a uno na.a maidake dokbadale on.a agana?

Jatchio man.dikata

**Agana matchotgijani
gisepon jatchio
agandapdapa**

Nengtaka

**Sakgipini aganako
senge, ua maiko
agana uko nipile,
talate on.aniko bibo**

How do you ask for explanations while communicating?



Open ended

**Ask open ended questions:
how, why, what**

Closed ended

**Ask questions
that can be
responded to in
yes-no answers**

Jensalo agan talate on.a uno na.a maidake dokbadale on.a agana?

Ningtu.e sing.ani

**Ningtu.e
sing.nirangko
sing.ani: maidake,
maina aro maia?**

**katta mingsachi
sing.ani**

**Sing.anirangko
sing.on ong.a ba
ong.ja chi
aganchakna
man.gipako singbo.**

While someone is communicating with you, what do you focus on most to understand what the other person means?

WHAT

someone is saying

**I focus more on
the words someone
is saying to
understand
what they mean**

HOW

someone is saying

**I focus more
on the body
language of the
person speaking**

**Jensalo nangbaksa saoba golpoa uano
na.a maiko mingsongbate ua mande
maiko aganenga uno gisik on.bata?**



**Maiko ua
mande aganenga**

**Ua mande maiko
agana miksongenga
uno gisik on.batbo.**

**Maidake ua
kattako aganenga**

**Jensalo golpoa
be.en bimang
chi maiko
mesokenga uno
gisik on.bo**

While someone is communicating with you, what do you focus on most to understand what the other person means?

WHAT
someone is saying

**I focus more on
the words someone
is saying to
understand what
they mean**

WHO
is saying

**I focus more
on the person
and the situation
to understand**

**Jensalo nangbaksa saoba golpoa uano
na.a maiko mingsongbate ua mande
maiko aganenga uno gisik on.bata?**



**Maiko ua
mande aganenga**

**Ua mande
maiko agana
miksongenga
uno gisik
on.batbo.**

**Sawa
aganenga**

**Jean aganenga
aro ua mai
obostao aganenga
uko masina
jotton kabo.**



Government of Meghalaya
Health and Family Welfare Department

