



ACTIVE LISTENING FLIPCHART

MODULE 2

Touchpoint 2

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

How do you ask for explanations while communicating ?

Interrupting

Start asking for explanations before the other person has finished speaking

Pausing

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

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**

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

WHAT

someone is saying

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

HOW

someone is saying

**Focus more on
the body
language of the
person speaking**

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

WHAT
someone is saying

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

WHO
is saying

**Focus more on
the person and
the situation to
understand**