



Active listening

Swipe →

01

Active listening is the act of intentionally engaging with communication.

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Speakers receive confirmation that their point is coming across and listeners absorb more information, comprehension, and understanding by being consciously engaged.

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When practicing active listening, the listener must pay attention to what the speaker is attempting to communicate and elicit clarification where necessary for comprehension.

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The proper use of active listening results in getting people to open up, avoiding misunderstandings, resolving conflict, and building trust.

05

Shift response is a type of conversational narcissism—the tendency of listeners to turn the topic to themselves without showing sustained interest in others.

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While active listening is widely regarded as an effective communication technique, several scholars have highlighted potential limitations in its application.

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