



LEARNINGOUTCOMES | 
Learning outcomes in adult education

PODCAST 2

ACTIVE LISTENING FOR STRONGER INTERPERSONAL SKILLS OF TRAINERS OR EDUCATORS



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Kompleksowe Wyposażanie Obiektów Gastronomicznych
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When it comes to communicating, we usually listen to reply, not to fully understand what the other side is trying to say. And that's okay—it's a normal human reaction. However, in many cases, this approach is not effective and can often create conflict or exacerbate misunderstandings. Active listening is essential for effective communication, as it prioritizes understanding over merely responding.

For trainers and educators, active listening is a cornerstone of effective communication and a vital interpersonal skill. It involves fully concentrating, understanding, responding, and remembering what is being said. This skill not only enhances the learning experience but also fosters a supportive and empathetic environment, crucial for both personal and professional growth.

Enhancing your active listening skillset involves more than just hearing someone speak. When practicing active listening, you should use these six techniques:

1. **Pay attention** by giving the speaker your full focus and avoiding distractions;
2. **Withhold** judgment to ensure an open and unbiased reception of the message;
3. **Reflect** by paraphrasing what you've heard to show understanding;
4. **Clarify** by asking questions to clear up any confusion;
5. **Summarize** to reinforce and confirm your understanding of the key points; and
6. **Share** your own perspectives and feedback appropriately, ensuring a balanced and empathetic conversation.



Boost your Active listening skills

To boost your active listening skills, try putting these techniques into practice:

Cultivate a foundation of well-being by ensuring you are well-rested, nourished, and mindful, as listening is an effortful activity. **Limit distractions and interruptions** by silencing technology and finding a quiet place to give your full attention. **Adopt a listening stance** with an open body position, facing the speaker, leaning in, maintaining appropriate eye contact, and staying relaxed to signal a safe space for sharing. **Understand** what the other person wants from the conversation by asking if they need a sounding board, advice, or help with problem-solving, and offering to simply listen if they're unsure. **Pay attention** to what's being said, not what you want to say by aiming to repeat the last sentence spoken, which keeps your focus on the speaker. **Notice nonverbals and facial expressions** for clues to the speaker's feelings, and get comfortable with silence, using breaks to collect thoughts and allowing the other person to do the same. **Cultivate curiosity** to maintain a nonjudgmental state of mind, assuming you will learn something new. **Encourage the other person to offer ideas and solutions** before you provide yours, as they may have already thought through potential actions. **Restate key points and ask for confirmation** to clarify understanding, showing you are open to correction. Lastly, **consider revisiting the topic if needed**, asking the person to write down their thoughts and solutions to discuss later.

Connection to Empathy

Active listening is closely linked to empathy, the ability to understand and share others' feelings. When educators listen actively, they show that they value their students' perspectives, building trust and rapport. This creates a safe space for students to express ideas and concerns. By acknowledging students' feelings, trainers can tailor teaching strategies to individual needs, promoting a more



inclusive and effective learning environment. Empathy through active listening helps educators detect and address misunderstandings or emotional barriers, enhancing both academic performance and students' emotional well-being.

World Economic Forum's Recognition

The World Economic Forum (WEF) has identified active listening as a critical skill for the future, emphasizing its importance for everyone by 2027. Their latest report highlights that the evolving job market and complex global challenges require strong interpersonal skills, with active listening among the top 10. Active listening is essential for collaboration, innovation, and integrating diverse perspectives. For educators, it means facilitating meaningful dialogues and critical thinking. It also aids conflict resolution and effective teamwork in fast-paced work environments. The WEF urges educational systems to prioritize developing active listening to prepare future generations for a complex world.

Conclusion

In summary, active listening is an essential communication and interpersonal skill for trainers and educators. Its connection to empathy enhances the educational experience by fostering trust, understanding, and inclusivity. Recognized by the World Economic Forum as a critical skill for the future, active listening prepares individuals to effectively collaborate, innovate, and resolve conflicts in diverse and dynamic environments. As we move towards 2027, the emphasis on developing this skill will be paramount in equipping both educators and learners for success in an ever-evolving global landscape.



Source:

<https://www.ccl.org/articles/leading-effectively-articles/coaching-others-use-active-listening-skills/>

<https://www.weforum.org/publications/the-future-of-jobs-report-2023/>

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