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(JCI) Junior Chamber International is a worldwide federation of young leaders and entrepreneurs with nearly 200,000 active JCI members and millions of JCI alumni. JCI members contribute to the advancement of the global community by creating positive change in over 5,000 communities in more than 100 nations worldwide.

JCI members lead projects in the areas of Business, Individual, Community, and International Development. They meet, learn and grow. By participating in various projects, meetings, seminars and events around the globe, JCI members grow personally and professionally, developing the entrepreneurial and leadership skills needed to generate positive changes in their communities, their countries, and the world.



Active Listening

Listening is vital to get your message across!

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References

Active Listening, a communication tool,
by Daniel F. Perkins & Kate Fogarty, <http://edis.ifas.ufl.edu/he361>
Active Listening Study guide: <http://www.studygs.net/listening.htm>
Chinese signs: <http://blog.nciku.com/blog/en/>
Smart Questions: The Essential Strategy for Successful Managers
by Dorothee Leeds (ISBN-13: 978-0425176597)

Active Listening Principles

<p>Active listening intentionally focuses on who you are listening to, whether in a group or one-on-one, in order to understand what he or she is saying. As the listener, you should then be able to repeat back in your own words what they have said to their satisfaction. This does not mean you agree with, but rather understand, what they are saying.</p>					
<table border="1"> <tr> <td>Body language</td> <td>Words</td> </tr> <tr> <td>Tone of voice</td> <td>Mental state</td> </tr> </table>	Body language	Words	Tone of voice	Mental state	<p>Pay attention to the full message, by concentrating on the following:</p> <ul style="list-style-type: none"> • Body language (relaxed, tense, calm, nervous) • Tone of voice (low, high, quick, slow) • Words (selection of words used) • Mental state (anger, happy, sad, distressed, afraid)
Body language	Words				
Tone of voice	Mental state				
	<p>There are many things making an impact on the active listener. When you listen, try to consider these facts that may impact your listening, and the message:</p> <ul style="list-style-type: none"> • Subject complexity – do you understand the subject? Do your speaker understand it? • Speaker – how is the speaker? What mental stage is she in? Any distress that is obvious? • Environment – is it calm and suitable? Noisy? Disturbances? • Presentation – how is the message told? What language is used? Native or second language? Culture? Aids? 				
<ol style="list-style-type: none"> 1. Ignore 2. Pretending to listen 3. Selective listening 4. Listen to respond 5. Listen to understand 	<p>The five levels of listening and how to reach level five</p> <table border="1"> <tr> <td> <p>Asking questions</p> <ul style="list-style-type: none"> • Use effective questioning techniques to request more information • What (do you mean by?) • How (do you do that?) • When (will you do it?) • Where (did it happen?) • Why (did that happen?) </td> <td> <p>Be active</p> <ul style="list-style-type: none"> • Focus on the other party • Listen with your whole body </td> </tr> <tr> <td></td> <td> <p>Referring to the story in own words</p> <ul style="list-style-type: none"> • If I understand correctly, this is what you are saying: • Am I correct to presume that: • Do you mean ... ? </td> </tr> </table>	<p>Asking questions</p> <ul style="list-style-type: none"> • Use effective questioning techniques to request more information • What (do you mean by?) • How (do you do that?) • When (will you do it?) • Where (did it happen?) • Why (did that happen?) 	<p>Be active</p> <ul style="list-style-type: none"> • Focus on the other party • Listen with your whole body 		<p>Referring to the story in own words</p> <ul style="list-style-type: none"> • If I understand correctly, this is what you are saying: • Am I correct to presume that: • Do you mean ... ?
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Active Listening Applied

Applying active listening skills are all about practising!

Remember the Chinese word Listen – which consists of the three words Ears, Eyes and Heart. So put your heart into it, try to get the full message. Use your ears to listen for words, but most importantly to listen to the tone of voice. Use your eyes to look at the body language.

		Ears
		Eyes
		Heart