



## Module IV. SOFT

Interpersonal  
Skills  
Course

**Topic 2. Active  
Listening**

**Lesson 1.  
Hearing-Listening**



Co-funded by the  
Erasmus+ Programme  
of the European Union



In this lesson, we will learn...

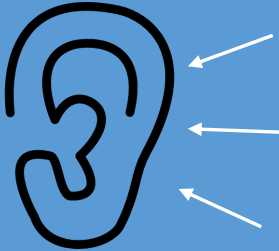
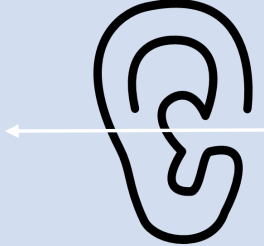
1. Difference between Hearing & Listening
2. Why is listening important?



Co-funded by the  
Erasmus+ Programme  
of the European Union



## DIFFERENCE BETWEEN HEARING & LISTENING

HEARING	LISTENING
	
Hearing is the perception of a sound	Listening is the understanding of a sound you hear
Hearing is one of our senses. It simply happens	Listening is an intentional process aimed at learning
Passive – physical process	Active – mental process
Unvoluntary	Voluntary
No concentration required	Concentration required



Co-funded by the  
Erasmus+ Programme  
of the European Union

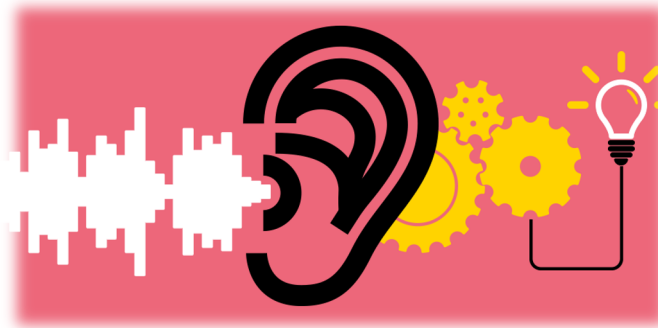
## DIFFERENCE BETWEEN HEARING & LISTENING



### ACTIVE LISTENING

**is a variation of listening, that goes deeper in the intention and effort of understanding**

Is the ability to focus completely on a speaker so you clearly get the message and can respond appropriately, improving the mutual understanding.



Co-funded by the  
Erasmus+ Programme  
of the European Union

## WHY IS LISTENING IMPORTANT?

### WE CURRENTLY LIVE IN AN ENVIRONMENT WHERE:



Information **inputs** are omnipresent



We have high density of communication **channels** and devices **everywhere**



We are exposed to around 5.000 adds per day



Co-funded by the Erasmus+ Programme of the European Union



## WHY IS LISTENING IMPORTANT?



**In those conditions, it is impossible to remember everything.**

This is why being able to focus our attention and select the information is important.

And this is why **ACTIVE LISTENING** has become a fundamental skill.



Co-funded by the  
Erasmus+ Programme  
of the European Union



# WHY IS LISTENING IMPORTANT?

**ACTIVE LISTENING**  
Allow us, among others, to:

 **EXCHANGE INFORMATION AND KNOWLEDGE**

**DEVELOP IDEAS** 

 **DISCUSS AND SOLVE PROBLEMS**

**FORGE COMMON MEMORIES** 

 **CREATE LONG TERMS RELATIONSHIPS**



Co-funded by the  
Erasmus+ Programme  
of the European Union



## CONCLUSION

How well we listen has a major impact on our performance and effectiveness, being applied at professional or private levels.



By becoming a **better listener**, we can:

- Improve our productivity.
- Our ability to influence, persuade and negotiate.
- Avoid conflict and misunderstandings.



Co-funded by the  
Erasmus+ Programme  
of the European Union





Co-funded by the  
Erasmus+ Programme  
of the European Union

