

## **SPARTAN COMMUNICATORS**

### **Active Listening Podcast Transcript**

**Janae Bell:** Hello, Welcome to our podcast Spartan Communicators. I'm Janae.

**Ken Cansler:** I'm Ken.

**Sachin Dumbare:** I'm Sachin.

**Janae Bell:** And today we are going to discuss active listening, which is an attempt to clarify and understand another's thoughts and feelings, or the process of sending back to the speaker what the listener thinks the speaker means.

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**Janae Bell:** So, How do you guys know when someone is being an active listener?

**Ken Cansler:** When I think of an active listener, I really look to see if they're doing just that, looking. I'm looking for those non-verbal cues like nodding their head or making eye contact with me when I'm giving a speech to show that they're really listening. I also look at the end to see if they are asking any questions cause I feel like asking questions shows that they are trying to gain a deeper understanding of the information that I gave them and it also shows that they were willing to ask for clarification to really understand what I was saying.

**Sachin Dumbare:** That's a good clarification but, in addition to that, from what Ken said, I'd like to add that what I do as an active listener is that I stop whatever activity I was doing to give my undivided attention to the speaker. The second thing, I would listen to the person and what he had to say. Not what is said aloud but what the actual content of the message will be, and the third thing, I'd like to paraphrase, it in my own words, and I'll restate it in my own words.

**Janae Bell:** So, Why do you guys think that is better than just hearing someone? What really is the difference between hearing and listening?

**Sachin Dumbare:** If you ask me, listening is a purposeful activity, where the individual is looking for the key points and ideas of a speaker's speech. So, I have learned and I have read somewhere on the University of the People's website that listening is "to hear something with thoughtful attention." whereas hearing is passive and involuntary. In Hearing sounds enter and exit all the time since you can't close your ears. Hearing is defined as the process, function, or power of perceiving a sound." whereas listening is to hear something with thoughtful attention.

**Ken Cansler:** Yea, exactly, everything that Sachin just said, and just to give an example there are people who are listening to us right now, and depending on how they're listening they're either engaging in listening or simply hearing. Some of these people are taking in our points and asking themselves

questions about what we have discussed while others maybe have us playing in the background while they make breakfast as white noise. You know?

**Janae Bell:** Those are great clarifications thank you for that. So, in the context of public speaking, we need to be active listeners as audience members so that one can fully gain and appreciate their message. Additionally, when in the speaker or presenter role, we need to be active listeners when receiving feedback from your audience. This will always help you to better understand your own message and send it out to others.

**Janae Bell:** Now, Let's take a listen to this scenario between three coworkers where one is going over their presentation, the other is an active listener, and the last one is a not-so-active listener.

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**Coworker 1:** Alright, allow me to begin my presentation on my sales research guys

**Coworker 2:** Okay Janae, just a second, I am putting away my work

**Coworker 3:** \*texting sounds\* yeah, go-ahead

**Coworker 2:** You seem so nervous, are you ready?

**Coworker 1:** Yes, I am, thank you. This season we have done great on our sales but, I think we can improve by increasing our advertising and marketing campaigns

**Coworker 2:** So, What ways do you think we can increase advertising and marketing to increase our sales?

**Coworker 1:** I've started to reach out to the marketing department to create new TV commercials for our new products so that other people know about it.

**Coworker 2:** Okay, that sounds great! So, what I'm hearing from you is that not many people are aware of our new products and to know about our products, if we do more advertising, like TV commercials, That will definitely increase our sales?

**Coworker 1:** Yea, exactly.

**Coworker 3:** \*texting sounds\* Ugh, so you think our business is failing?

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**Janae Bell:** So now that we've heard an example of active listening between these coworkers. Could you tell who was truly hearing the speaker and who wasn't by how they followed the 5 steps? Sachin did a great job at doing those 5 steps of Stop, Look, Listen, Ask, and Paraphrase.

**Sachin Dumbare:** So, to sum it up, I'd like to say that active listening lets the speaker know that you heard and understood them, that you accept their feelings and it allows them to further explore or express their thoughts and feelings. We can use it to be better communicators and audience members as we saw in our example. That's all for today's episode of Spartan Communicators and thank you all for listening!