



THRIVE

Wellbeing and study success

Presented by:
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Session 7: Active Listening

What is this program all about?



No Recordings

Today's session will **NOT** be recorded for your privacy.



▶ Effective Communication

What does it mean?

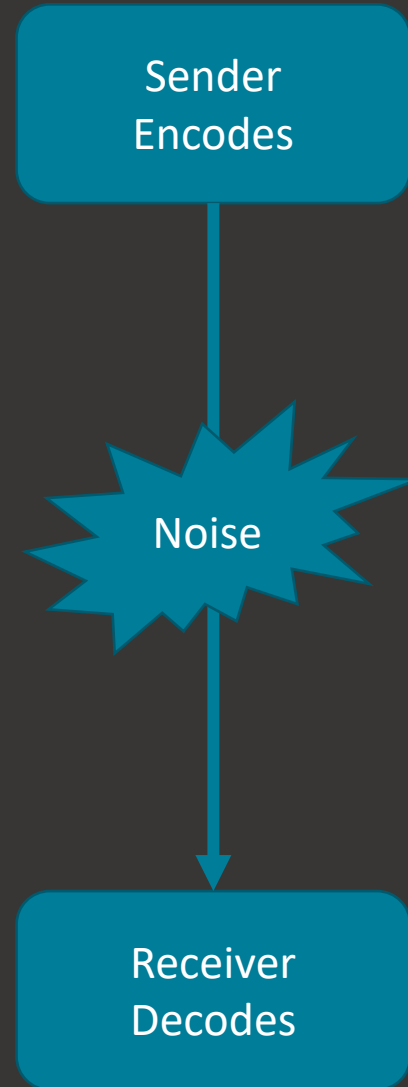
► Effective Communication

Is a process where information accurately flows from a sender to a receiver and back.

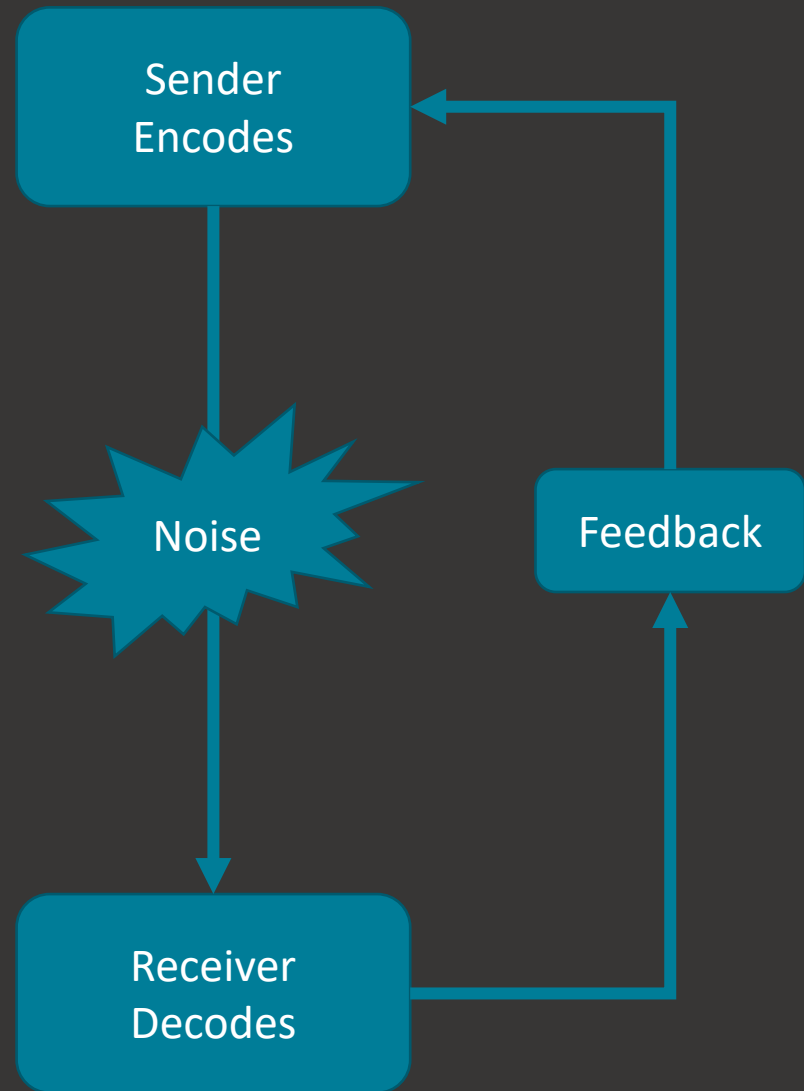
▶ Effective Communication

- Active thought
- Participation from both parties
- Careful consideration

Poor Communication



Effective Communication



▶ Effective Communication

At university who is responsible for effective communication?

Student AND Teacher

How can you do your part?

▶ Active Listening

- Passive Listening ✓ Good
- Attentive Listening ✓ Better
- Active Listening ✓ Best

▶ Passive Listening

- Is the norm. Why?

How bad can it be?

- 50% lost within 24hrs
- 75% lost after 2 weeks
- 75% is inaccurate

► Barriers to Active Listening

- Saving face
- Defensiveness
- Bias
- Judgement
- Rehearsal
- Emotions
- Technology

What is the main reason students don't actively listen?



▶ Active Listening Benefits

Education:

- Improves accuracy
- Motivates speaker
- Increases recall & confidence

Outside education:

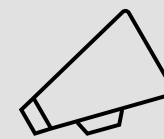
- Invites others to listen
- Calms intense emotions

► Being an Active Listener

- Requires work
- Built on paraphrasing
- Asking questions
- 80%/20% rule?



= 80%



= 20%

Active Listening



How are you going to listen more actively at Deakin?

What will you take
away from today?

The goal is *Progress*
not *Perfection*



Next week:

Communication Skills
*“How to deal with your
passive aggressive
roommate or family!”*