



THE IMPORTANCE OF ACTIVE LISTENING IN CONVERSATIONS.

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Annotation

This article shows the importance of listening in human relationships and conversations in the current globalization process. Listening and understanding is very important in the process of communication between people. In today's era of globalization, active listening is the key to success. This article details 7 active listening techniques for success. It shows what can be achieved through active listening at work, in studies, in family conversations. The talks also provide information on ways to improve active listening, how to be a good conversationalist, and techniques to improve listening.

Key words: *decision-making, fully-present, healthy relationships, open-ended questions, eye contact, non-verbal cues, globalization, communication skills.*

Introduction

Active listening builds strong relationships and, while it may not come naturally to many of us, it's an invaluable communication skill. Strong and effective communication skills are essential in a field where emotions often reach critical mass. Professionals must be equipped to help families process complex information intertwined with decision-making that can have a lifetime impact on both the potential donor family and those they have the ability to help through donation. Teamwork is imperative for everyone involved.

Surprisingly, one key aspect of communication is often overlooked or underrated by professionals in this field... the power and impact of listening when asked, most



professionals will say that they are good active listeners. It's surprising to realize how rarely people actually do attentively listen to one another when interacting. We allow ourselves to be distracted, preoccupied by other matters of importance, or thinking about what we're going to say next. In fact, one of the most difficult communication skills to learn is to give someone the respect and consideration they deserve by being "fully present"... and giving others our full attention. Listening has been shown to be essential to communicating respect for another person. To test this claim, reflect on your own feelings. Consider a time when you may have been talking with someone who interrupted you or continually focused on what they wanted to express in the conversation. Maybe it was clear that their mind was elsewhere and they weren't at all "fully present" with you. When we want to build a strong relationship with another person, our ability and commitment to listening attentively and empathically is essential. Not all listening is the same

Passive listening is little more than hearing. Passive listening is listening without reacting: allowing someone to speak, without interrupting.

Not doing anything else at the same time, and yet not really paying attention to what's being said. Passive listening is one-way communication where the receiver doesn't provide feedback or ask questions and may or may not understand the sender's message. Active listening includes responses that demonstrate that you understand what the other person is trying to tell you about his or her experience. This is a communication technique that's very different from the passive or unfocused listening that we often adopt in everyday conversation.

When you accurately reflect back to a person what's been said, you show that you've been listening—not just hearing—and that you genuinely understand the feelings or messages they are trying to convey. This creates an environment that allows the speaker to go deeper, and sometimes even to come to new realizations. It's the basis for trust and respect. It's also the foundation you need to better serve both donor and recipient families.



Active listening is a conscious effort that demands empathy, effort, attention, and lots of practice

When faced with speaking to bereaved families, healthcare professionals often express the fear of “saying the wrong thing.” This may reflect anxiety about triggering intense emotions. Another concern is that we might feel inadequate in our ability to offer comfort and support. And this is certainly understandable. In reality, no words alone can relieve the family’s loss and pain. What is important to remember is that by implementing active listening tools and techniques, you’ll be able to provide an environment where families can safely talk about their experiences and begin to come to terms with this life-changing event. Being listened to increases people’s ability to rally their own coping skills and, at the same time, provides comfort and healing in times of greatest need. Your knowledge and skills may make all the difference to many families. Becoming an effective communicator is a dynamic process and lifetime pursuit. There is much, much more to active listening and to the many other skills that will help you provide excellent care to potential donor families and to communicate effectively with your team members.

Active listening builds strong relationships and, while it may not come naturally to many of us, it’s an invaluable communication skill. Becoming an excellent listener will take determination and practice and it will be well worth it in both your professional and personal life.

Active listening is an important way to bring about changes in people. Despite the popular notion that listening is a passive approach, clinical and research evidence clearly shows that sensitive is a most effective agent for individual personality change and group development. Listening brings about changes in people attitudes toward themselves and others; it also brings about changes in their basic values and personal



philosophy. People who have been listened to in this new and special way become more emotionally mature, more open to their experiences, less defensive, more democratic, and less authoritarian.

When are people listened sensitively, they tend to listen to themselves more care and to make clear exactly what they are feeling and thinking. Group members tend to listen more to each other, to become less argumentative, more ready to incorporate other points of view. Because listening reduces the threat of having one's ideas criticized, the person is better able to see them for what they are and is more likely to feel that his contributions worthwhile.

Not the least important result of listening is the change that take place within the listener himself. Besides providing more information than any other activity, listening builds deep, positive relationships and tends to alter constructively the attitudes of the listener. Listening is the growth experience.

In communication, active listening is important because it keeps you engaged with your conversation partner in a positive way. It also makes the other person feel heard and valued. This skill is the foundation of a successful conversation in any setting-whether at work, at home, or in social situations.

The main findings and results.

Active listening is a communication skills that involves going beyond simply hearing the words that another person speaks. It's about actively processing and seeking to understand the meaning and intent behind them. It requires being a mindful and focused participant in the communication process. Active listening techniques include:

Being fully present in the conversation



Showing interest by practicing good eye contact Noticing (and using) non-verbal cues Asking open-ended questions to encourage further responses Paraphrasing and reflecting back what has been said Listening to understand rather than to respond Withholding judgment and advice Sabrina Romanoff, PsyD explains, "Active listening requires de-centering from one's fixed position to be fully present with another. It helps people feel more understood and strengthens relationships as it signals a willingness to sit with the other's perspective and empathy for their situation instead of singular focus on oneself." In communication, active listening is important because it keeps you engaged with your conversation partner in a positive way. It also makes the other person feel heard and valued. This skill is the foundation of a successful conversation in any setting—whether at work, at home, or in social situations. Romanoff continues, "Ultimately, it shows respect and value for the other person's needs, concerns, and ideas as the listener is actively signaling the other person matters to them."

The word "active" implies that you are taking some type of action when listening to others. This involves the use of certain strategies or techniques. Here are seven active listening techniques to consider.

1. Be Fully Present

Active listening requires being fully present in the conversation. This enables you to concentrate on what is being said. Being presents involves listening with all your senses (sight, sound, etc.) and giving your full attention to the speaker. Being fully present involves the skill of tuning into the other person's inner world while stepping away from your own. This is a power skill in deeply connecting and sitting with another's emotions," says Romanoff.

To use this active listening technique effectively, put away your cell phone, ignore distractions, avoid daydreaming, and shut down your internal dialogue. Place your focus on your conversation partner and let everything else slip away Pay Attention to Non-Verbal Cues



As much as 65% of a person's communication is unspoken.

2. Paying attention to these nonverbal cues can tell you a lot about the person and what they are trying to say. If they talk fast, for instance, this could be a sign that they are nervous or anxious. If they talk slowly, they may be tired or trying to carefully choose their words.

During active listening, your non-verbal behaviors are just as important. To show the person you're truly tuned in, use open, non-threatening body language. This involves not folding your arms, smiling while listening, leaning in, and nodding at key junctures.

3. Keep Good Eye Contact

When engaged in active listening, making eye contact is especially important. This tells the other person that you are present and listening to what they say. It also shows that you aren't distracted by anything else around you. At the same time, you don't want to use so much eye contact that the conversation feels weird. To keep this from happening, follow the 50/70 rule. This involves maintaining eye contact for 50% to 70% of the time spent listening, holding the contact for four to five seconds before briefly looking away.

4. Ask Open-Ended Questions

Asking "yes or no" questions often produce dead-end answers. This isn't helpful during active listening as it keeps the conversation from flowing. It also makes it difficult to truly listen to the other person because there isn't much you can gain from a short, non-descriptive response.

Instead, ask open-ended questions to show that you are interested in the conversation and the other person. Examples of open-ended questions you may use when active listening include

Can you tell me a bit more about that?

What did you think about that?

What do you think is the best path moving forward?



How do you think you could have responded differently?

The key to open-ended questions is to have a framework of curiosity about the other person. It signals genuine interest – making the other person feel valued and enables you to better understand them," adds Romanoff Open-ended questions encourage thoughtful, expansive responses, which is why they are often used by mental health therapists.

5. Reflect What You Hear

After the person has spoken, tell them what you heard. This active listening technique ensures that you've captured their thoughts, ideas, and/or emotions accurately. It also helps the other person feel validated and understood while keeping any potential miscommunications to a minimum.

6. Be Patient

Patience is an important active listening technique because it allows the other person to speak without interruption. It also gives them the time to say what they are thinking without having to try to finish their sentences for them.

Being patient involves not trying to fill periods of silence with your own thoughts or stories. It also requires listening to understand, not to respond. That is, don't prepare a reply while the other person is still speaking. Also, don't change the subject too abruptly as this conveys boredom and impatience.

During active listening, you are there to act as a sounding board rather than to jump in with your own ideas and opinions about what is being said.

7. Withhold Judgment

Remaining neutral and non-judgmental in your responses enables the other person to feel comfortable with sharing their thoughts. It makes the conversation to a safe zone where they can trust that they won't be shamed, criticized, blamed, or otherwise negatively received.



Ways to be less judgmental when listening include:
Expressing empathy for the person or their situation
Learning more about different people and cultures
Practicing acceptance of others
Recognizing when you may be judging the other person, then stopping those thoughts.

Conclusion

Getting into the habit of active listening can have positive impacts in many key areas of your life. It can affect your relationships, your work, and your social interactions.

In conclusion, the article provided information on how to be successful in communicating with people in society through active listening. It was shown that through active listening in conversations with people, it is possible to find a strong place in society. Information was provided on ways to achieve success through active listening in society, at work, and in the family circle.

Active listening is very important in relationships in today's era of globalization.

In relationships

Active listening helps you better understand another person's point of view and respond with empathy. This is important in all types of health relationships, whether with a spouse, parent, child, another family member, or friend.

Being an active listener in your relationships involves recognizing that the conversation is more about the other person than about you. This is especially important when the other person is emotionally distressed.⁴

Your ability to listen actively to a family member or friend who is going through a difficult time is a valuable communication skill. It helps keep you from offering opinions and solutions when the other person really just wants to be heard.

At Work



Active listening at work is particularly important if you are in a supervisory position or interact frequently with colleagues. It helps you understand problems and collaborate to develop solutions. It also showcases your patience, a valuable asset in the workplace.

In some cases, active listening while on the job can help improve workplace safety. For instance, if you are in the healthcare field, engaging in active listening can help reduce medical errors and prevent unintentional patient harm.

During Social Situations

Active listening techniques such as reflecting, asking open-ended questions, seeking clarification, and watching body language help you develop relationships when meeting new people. People who are active and empathic listeners are good at initiating and maintaining conversations.

Active listening helps others feel more emotionally supported.⁶ This can be beneficial when interacting with a person who has social anxiety. According to research, emotional support impacts the left dorsolateral prefrontal cortex of the brain, resulting in decreased feelings of distress for socially anxious individuals.

Active listening is an important social skill that has value in many different settings. Practice its many techniques often and it will become second nature. You'll start to ask open-ended questions and reflect what you've heard in your conversations without much (if any) thought.

"Ultimately, active listening helps the speaker feel more understood and heard—and helps the listener have more information and understanding. On both ends of active listening—people feel more connected and collaborative which is why it is such a vital tool when it comes to communication,"

References

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