

NVOTA PIONEERS IN PRACTICE

ACTIVE LISTENING

BUILDING TRUST, BELONGING, & PERFORMANCE
MODULE 2





ACTIVE LISTENING

Enhances communication by fully concentrating on the speaker. It can foster:

- Deeper connections
- Reduce misunderstandings
- Strengthen personal & professional relationships.



THE ROGERS FOUNDATION



Listening as an accurate understanding of another's internal frame of reference.



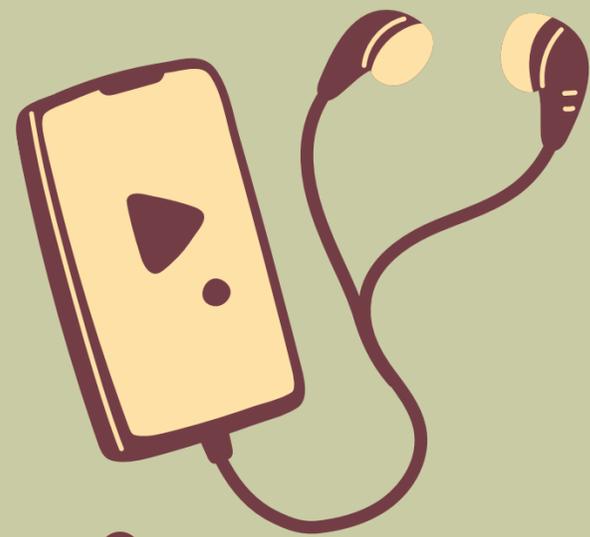
It's more than just hearing words—it's about engagement and understanding.

WHY IS ACTIVE LISTENING IMPORTANT FOR LEADERS

- Builds psychological safety
- Bolsters trust, performance, & well-being
- Signals that every voice matters
- Creates an environment where others can contribute
- Reduces conflict & misalignment



COMPONENTS OF ACTIVE LISTENING



- Listen for total meaning
- Respond to feelings
- Note all cues



AI TECHNIQUES

PARAPHRASING

VERBALIZING EMOTIONS

ASKING

SUMMARIZING

CLARIFYING

ENCOURAGING

BALANCING

(O'Bryan, 2022)



ACTIVE LISTENING EXERCISES



(O'Bryan, 2022)



PRACTICE WITH A PARTNER

Listen to a partner talk. Reflect back on the content and emotions shared.



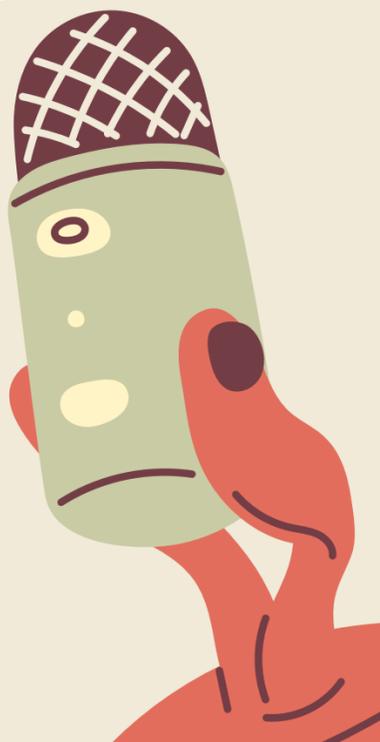
MINDFUL GROUP LISTENING

During a group ice breaker, ask participants to share spontaneously. Invite them to notice if they are thinking about their answer, rather than listening.



MINDFUL LISTENING ALONE

Stop what you are doing, close your eyes, and identify as many sounds you can hear.



KEY TAKEAWAYS

- AL creates safety and belonging
- Enhances performance and innovation
- Is relational and ethical
- In OT leadership, it is a professional responsibility



References

Avraham N. Kluger, Guy Itzchakov. (2022). The power of listening at work. *Annual Review Organizational Psychology and Organizational Behavior*, 9, 121-146.
<https://doi.org/10.1146/annurev-orgpsych-012420-091013>

Egan, G., & Reese, R. J. (2019). *The skilled helper: A problem-management & opportunity-development approach to helping*. Cengage.

O'Bryan, A. (2022). *How to practice active listening: 16 examples & techniques*. Positive Psychology. <https://positivepsychology.com/active-listening-techniques/>

Rogers, C. R., & Farson, R. E. (1987). Active listening. In R. G. Newman, M. A. Danziger, & M. Cohen (Eds.), *Communicating in business today*. DC Heath & Company.