

## WHAT THE EXPERTS SAY

### Video: The Active Listening Scavenger Hunt Part 2

#### The Importance of Active Listening

Active listening has been described as a multistep process, including making empathetic comments, asking appropriate questions, and paraphrasing and summarizing for the purposes of verification (Cramer, 1998; Gordon, 2003; Turnbull & Turnbull, 1990). The goal in active listening is to develop a clear understanding of the speaker's concern and also to clearly communicate the listener's interest in the speaker's message. (1)

#### The Importance of Non-Verbal Communication

Communication skills is the success mantra of an individual in this globalized world, and there is a growing demand for these essential skills, which have branched into a wide variety of divisions and techniques. The meaning of a text can be communicated to the readers and listeners only through non-verbal signals. Both the oral and written styles attain perfection with the usage of non-verbal cues. The verbal sign (language) and the non-verbal cues together in the right proportion pave the way for a meaningful communication. Among the various factors determining the success of an effective communication, non-verbal cues play a vital role. Non-verbal signal operates at two levels. Non-verbal cues in writing involves the form of stylistic features like headings, titles, subheadings, photographs, captions, figures, graphs and bar charts, etc., whereas oral communication involves non-verbal signals like gestures, postures, facial expressions, pace, intensity, tone of voice and body language. (2)

#### References:

- (1) McNaughton, D., Hamlin, D., McCarthy, J., Head-Reeves, D., & Schreiner, M. (2007). Learning to listen: Teaching an active listening strategy to preservice education professionals. *Topics in Early Childhood Special Education* 27(4).
- (2) Subapriya, K. (2009). *The importance of non-verbal cues*. *ICFAI Journal of Soft Skills*; 3(2), 37-42.