



JPPF Customer service - communication skills: Activity for Active Listening

What is active listening:

American sitcom “Everybody Loves Raymond” describes active listening as reflecting a person’s feelings back to encourage them to express themselves without pre-conceived ideas or judgments. It is a communication technique used to resolve disputes or conflicts and requires focus, concentration, empathy and practice.

Active listening reading links:

Active Listening Skills: Definition and Examples – [Indeed Career Guide](#)

Active Listening – Communication skills training - [MindTools](#)

Active Listening skills – [Psychology Today](#)

Active listening video

What is active listening [Everybody loves Raymond](#)

Active listening at work [Everybody loves Raymond](#)

Identify active listening techniques [Everybody loves Raymond](#)

Life Lessons from Everybody Loves Raymond from [Life’s Secret Sauce](#)

Active listening activity:

Create a list of at least 10 things you can do that demonstrate active listening.