

УДК 378

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### **DEVELOPING ACTIVE LISTENING SKILLS IN ESP CLASSES FOR THE STUDENTS OF THE FACULTY OF COMPUTER SCIENCES AND IT**

Active listening (AL) is considered a key communication skill that implies absorbing the information someone shares with you, and responding to that person trying to take into account not only the verbal message, but the meaning and intent behind it. AL is the basis for a successful conversation in different contexts, be it study, work, home, or social interactions in general.

AL is listed among the valuable workplace skills because it leads to more efficient communication, networking and more meaningful relationships with colleagues, managers, and clients.

AL techniques include:

1. Using encouraging verbal cues,
2. Asking (open-ended) questions,
3. Paraphrasing and summarizing,
4. Listening to understand without planning meanwhile what to say

next,

5. Paying attention to and using body language,
6. Being non-judgemental and withholding your advice.
7. Benefits of AL can be seen both in personal, academic, and professional settings. They are as follows, but not limited to:
  - a) It contributes to psychological safety (makes people feel heard and valued, fosters trust and empathy);
  - b) It helps to manage emotions;
  - c) It empowers people to provide support and show empathy;
  - d) It also works for better retention of information;
  - e) It helps to maintain a spirit of collaboration, be clear about mutual responsibilities, and solve problems or even resolve conflicts;
  - f) It makes people more productive.

AL is a life skill, particularly relevant now when the Ukrainians have been going through such difficult times of the war. It should be cultivated for our students to become more supportive better engage with their leaning, and enjoy the other benefits of AL listed above.

Special attention should be paid to the verbal signs of AL and specific strategies for developing and honing their AL skills are to be implemented.

The syllabi for ELT to the students of the Faculty of Computer Sciences and IT at NU “Zaporizhzhia Polytechnic” include the modules which provide enough opportunities for the focus on developing AL. The classes are designed with the view to practise paraphrasing, summarizing, asking questions among other skills.