

ABSTRACT

Sahid Alfian, 2023. The Role of Empathic Listening in Developing Effective Skills. A Thesis of English Education Department Faculty of Teacher Training and Education, Muhammadiyah University of Makassar. Supervisors: Uyunnasirah Hambali and Ariana.

The study aimed to investigate whether empathic listening could help students improve their listening skills, and if so, how it could be integrated into the curriculum effectively. By focusing on a specific subject, second semester students class 2C English Education Department of Universitas Muhammadiyah Makassar, the research could examine how these techniques could be applied in a real-world education setting. The research method used was qualitative by using questionnaires. The questionnaire aimed to determine correlation between level of students' Empathic Listening and Effective Listening Skills. The result indicate that students demonstrate a good level of empathic listening, actively understanding the speaker's emotions, creating a supportive environment, paying attention to non-verbal cues, and showing validation and empathy. This proficiency in empathic listening contributes to the development of effective listening skills. Additionally, the results reveal that students exhibit a high level of effective listening, focusing on the speaker, minimizing distractions, asking relevant questions for clarification, and summarizing and paraphrasing the main points effectively. Their notable performance in effective listening can be attributed to their proficiency in empathic listening, which provides a strong foundation for overall listening abilities.

Keywords: Empathic Listening, Effective Listening Skills, Listening Skills.