

Active listening, according to usip.org, is defined as a way of listening and responding to another person that improves mutual understanding. Inactive listening can be defined as hearing what the person is saying but not understanding or not caring enough about the information to respond on exchange dialect appropriately. Inactive listeners tends to hear the speaker while not connecting to the actual message either because they just don't care about the subject or what the person is really saying.

Inactive example:

The horse is fast.

I had a soda today

Do you think this is a good idea?

Not sure I was in my own thoughts

I have a doctors appointment today.

I have used the bathroom three times today

Active examples:

That is a big Astroid.

Yes it is do you think it's bigger than earth?

Welcome we don't usually have visitors.

Is there a reason you don't have visitors

I hate Monday.

Is there a reason you do not like Mondays

Focusing on the speaker's nonverbal and verbal projections, responding accordingly, asking questions, and being an active participant are skills of an active listener.

In the video, at the beginning and was actively listening using her skills, facial response, and general concern. She listened to Sheldon and responded to him to the best of her ability, given the projected overflow of information. Sheldon inactively listened to her request and inactively followed through. Focusing on his thoughts until she demanded he listens and carried out her asking for butter. Amy became an inactive listener only repeating what Sheldon was saying without thought to his true concern and lots of sarcasm. She was responding but did not actively care or understand the topic.