

Listening

Are you really listening

# Listening-(Facts & Figures)

- We spend 80% of our time in listening
- The only activity that takes more of our time than listening is sleeping
- We listen at the rate of about 400 words per minute
- About 40% of a professional's salary earned purely by listening
- About 80% of the salary of a CEO is earned through sheer listening

# 7 types of NONLISTENING:

- Pseudolistening
- Stage hogging
- Selective listening
- Insulated listening
- Defensive listening
- Ambushing
- Insensitive Listening

# Listening

- What is the difference between listening and hearing?
- 3 sets of skills involved in listening:
  - cognitive
  - motivational
  - social

# Why is Listening Important?

- Amount of time devoted to it:
  - 80% of each day engaged communicating
  - 50% of our communication time in a listening role
  - for service industry people, time spent listening is 90%
- A critical factor in the accomplishment of personal and professional goals.

# Importance of Listening.

- In structured and public contexts, effective listening is essential:
  - Effective listeners hold higher positions and are promoted more often.
  - Business managers rank listening as the communication skill most crucial to their jobs.
  - Successful people are those with the strongest listening skills.

# Reasons for poor listening:

- physical environment
- message
- source
- listener
  - unintentional barriers (fatigue, stress, lack of time)
  - intentional barriers (tuning out, wanting to be entertained, avoiding the difficult, criticizing the superficial, letting emotions take over)

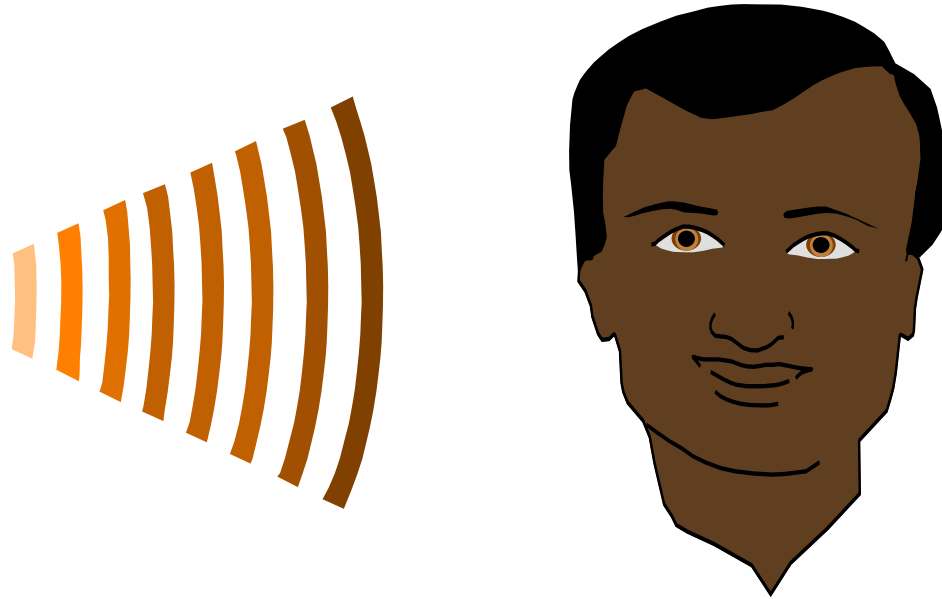
# LISTENING



# To improve listening skills:

- Take it seriously (practice and increase self-discipline)
- Control or eliminate distractions
- Don't be diverted by appearance and delivery
- Suspend judgment until hearing the full message
- Focus your listening on the speaker's main points & the quality of a speaker's evidence

# EFFECTIVE / ACTIVE LISTENING



# Definitions

- Effective Listening is the listening to the words of the speaker and the meaning of the words.
- Active Listening is a process in which the listener takes active responsibility to understand the content and feeling of what is being said and then checks with the speaker to see if he/she heard what the speaker intended to communicate.

# Deterrents to Effective/Active Listening

- Assuming in advance about the subject
- Mentally criticizing the speaker's delivery
- Getting over stimulated or over reacting
- Listening only to the facts
- Outlining everything
- Permitting the speaker to be inaudible
- Avoid technical messages
- Overreacting to certain words or phrases
- Withdrawing attention/daydreaming

# Elements to Effective/Active Listening

- Content: The subject the speaker is addressing.
- Feelings: The emotions the speaker has when discussing the subject.
- Process: The manner the speaker delivers the subject matter.
- Clarification: The ability of the individual listening to ask questions and to seek understanding of the subject matter.

# Active Listening Skills

- Check Attitude and Atmosphere
- Keep the channel open and avoid short circuits
- Listening requires response from listener

# Active Listening Skills

The Heart of Empathic  
Understanding

# Reflecting

- Purpose
  - To show that you understand how the person feels.
- Action
  - Reflects the speaker's basic feelings.
- Example:
  - “You seem very upset.”



# Encouraging

- Purpose
  - To convey interest.
  - To encourage the other person to keep talking.
- Action
  - Don't agree or disagree.
  - Use varying voice intonations.
- Example
  - “Can you tell me more...?”

# Summarizing

- Purpose
  - To review progress.
  - To pull together important ideas and facts.
  - To establish a basis for further discussion.
- Action
  - Restate major ideas expressed, including feelings.
- Example
  - “These seem to be the key ideas you’ve expressed...”

# Clarifying

- Purpose
  - To help you clarify what is said.
  - To get more information.
  - To help the speaker see other points of view.
- Action
  - Ask questions.
  - Restate wrong interpretation to force the speaker to explain further.
- Example
  - “When did this happen?”
  - “Do I have this right? You think he told you to give him the pencil because he doesn’t like you?”

# Restating

- Purpose
  - To show you are listening and understanding what is being said.
  - To help the speaker see other points of view.
- Action
  - Restate basic ideas and facts.
- Example
  - “So you would like your friends to include you at recess, is that right?”

# Validating

- Purpose
  - To acknowledge the worthiness of the other person.
- Action
  - Acknowledge the value of their issues and feelings.
  - Show appreciation for their efforts and actions.
- Example
  - “I truly appreciate your willingness to resolve this matter.”

# Methods for Improving Listening Skills

- Try to understand the intent and listen for main points.
- Listen now clarify later.
- Concentrate on the message, not the person.
- Analyze your reactions as you listen.

# Methods to Test Understanding

- Parroting
- Paraphrasing
- Clarifying