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**Objectives**

- Recognize the difference in hearing and listening
- Learn the benefits and importance of listening
- Understand the process of listening
- Learn techniques of listening skills

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A process by which information is exchanged between individuals through a common system of symbols, signs or behavior.

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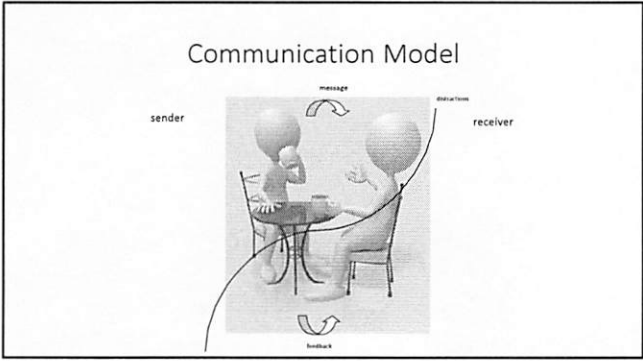
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**Every good conversation starts with good listening.**

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**Listening**

<b>1</b> Give one's attention to sound	<b>2</b> Take notice and act on what someone says; respond to advice or request	<b>3</b> Make an effort to hear something; to be alert and ready to hear something
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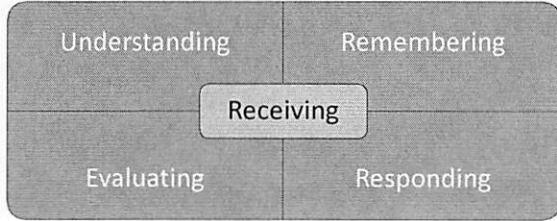
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### Process of Listening



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### BENEFITS OF EFFECTIVE LISTENING



- Increases productivity
- Improves employee relations
- Helps alleviate/reduce conflict
- Increases creative ideas
- Reduces mistakes

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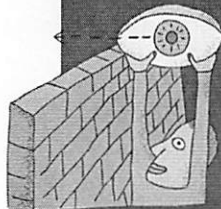
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### Obstacles to Listening

- Impatience
- Self Interest
- Premature Assumptions
- Emotional Reactions
- Distractions



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### Diversity Factors

- Age
- Race
- Gender
- Ethnicity



- Marital status
- Income
- Work experience
- Religious beliefs
- Military experience

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### Listen with your...




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### WHOLE BODY LISTENING




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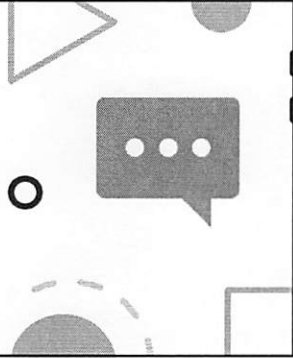
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### LISTENING GONE WRONG

- Prejudging the person(s) you need to listen to
- Formulating a response or rebuttal before someone has finished talking
- Listening for just facts
- Misunderstanding cultural cues
- Multitasking



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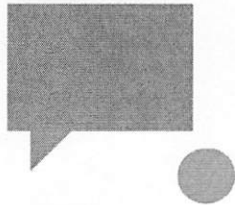
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### LISTENING GONE RIGHT

- Remind yourself there is a difference in listening and hearing
- Ask other people if you are a good listener
- Seek to understand first and then be understood
- Focus on the words, tone of voice, and body language of person you are talking to



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### Habit 5



*Seek First to Understand,  
Then to be Understood*

***"Listen before speaking"***

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### Difference in Hearing & Listening

#### Hearing

The perception of sound by the ear



#### Listening



Action where you actively concentrate on what you hear



Brain processes information and transforms it into knowledge

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16

W.A.I.T.

Why

Am

I

Talking

- Listening should be about the other person
- 5 second rule



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### Avoiding Assumptions

- Treat each person as the person they are
- Listen 1<sup>st</sup>, then talk
- Avoid broad, sweeping statements
- Think it through before speaking
- Practice positive intent



**ASSUME NOTHING**

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**Avoid Intimidation**

- How do you state your viewpoint or opinions?
- Are you sharing your opinion or trying to convince others you are right.
- Listen. Do you listen for responses or keep pushing through?
- Tone of voice, body language, etc.
- Do you ask others for their opinion first?
- Do you know the difference is being direct and being aggressive?




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19

**S**it up straight.  
**L**ean forward.  
**A**sk questions.  
**N**od and smile.  
**T**rack the speaker.

Effective Listening

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**Listening Skills Techniques**

- Be aware of verbal and non-verbal communication
- Listen with an open mind
- Avoid pretending to listen
- Wait for speaker to pause
- Be attentive and focused
- Remove distractions
- Maintain eye contact

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Communication Behavioral Skills



- Eye Contact
- Posture
- Gestures and facial expressions
- Voice, diction, grammar
- Dress and appearance
- Language, pauses
- Humor

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What to do and not do

**DO**

- Respect others
- Focus
- Ask: What do you think?
- Learn from everyone

**DO NOT**

- Assume you know the answer
- Interrupt
- Judge
- Get distracted

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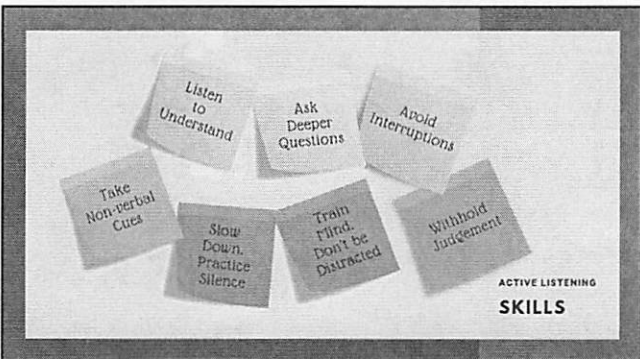
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ACTIVE LISTENING SKILLS

- Listen to Understand
- Ask Deeper Questions
- Avoid Interruptions
- Take Non-verbal Cues
- Slow Down. Practice Silence
- Train Mind. Don't be Distracted
- Withhold Judgement

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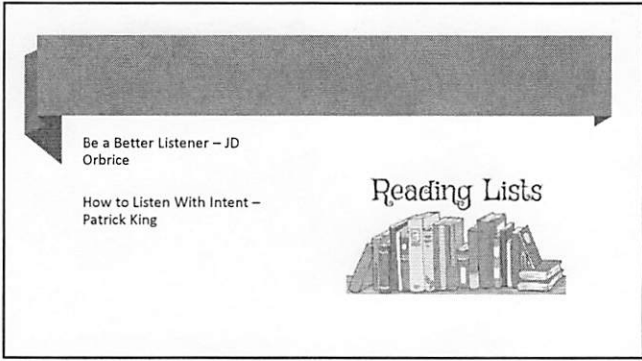
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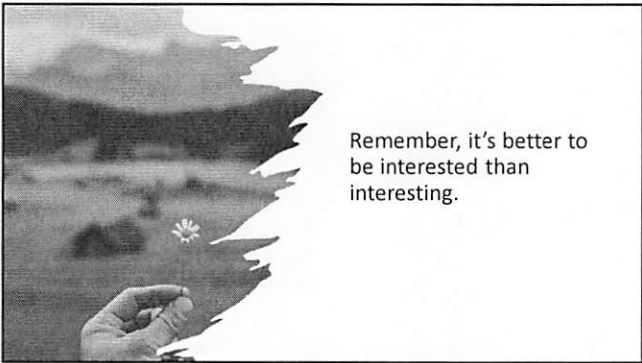
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