

Listening Effectively

Overview

- “Effective listening” defined
- Attributes of effective listening
- Five types of listening
- Effective listening techniques
- Responsibilities as a listener

Listening Effectively

Why you are here:

- To understand the importance of improved listening
- To learn techniques to improve this vital skill

Listening Effectively

“Listening effectively” defined:

A process of receiving, attending, and understanding auditory messages.

Listening Effectively

What do they mean?

You may hear the words people say, but do you understand what they are trying to SAY?

Listening Effectively

Attributes of effective listening:

- Critical attributes
 - Receiving
 - Attending
 - Understanding
- Variable attributes
 - Responding
 - Remembering

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Barriers to listening:

- Verbal barriers
 - Words with multiple meanings
 - Using different words to say the same thing
- Non-verbal barriers
 - Misinterpretation of action
 - Misinterpretation of non-action symbols
 - Misinterpretation of voice

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Five types of listening

- Informative
- Relationship
- Appreciative
- Critical Listening
- Discriminative

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Effective listening techniques

- Thinking about listening
 - Understand the complexities of listening
 - Prepare to listen
 - Adjust to the situation
 - Focus on ideas and key points
 - Capitalize on speed differential
 - Organize the material for learning

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Effective listening techniques

- Feeling about listening
 - Want to listen
 - Delay judgment
 - Admit your biases
 - Don't tune out "Dry" subjects
 - Accept responsibility for understanding
 - Encourage others to talk

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Effective listening techniques

- ◉ Doing About Listening
(Do these actions to enhance your listening)
 - Establish Eye Contact with the Speaker
 - Take Effective Notes
 - Be a Physically Involved Listener
 - Avoid Negative Mannerisms
 - Exercise Your Listening Muscles
 - Follow the “Golden Rule”

Listening Effectively

Responsibilities as a listener

- Receiving auditory messages
- Attending auditory messages
- understanding auditory messages
- It's imperative that you listen effectively
- The decisions will be based on info provided

Effective listening, therefore, is not just a good idea...it's a survival tool!

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Questions & Answers