

Effective Listening Skills

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PREVIEW



Course Objectives

Upon completion of this course, you'll be able to:

- Describe the importance of listening
- Identify barriers to listening well
- Implement the steps of active listening
- Uncover hidden messages
- Listen in emotional situations
- Increase information flow to enhance productivity and teamwork

Effective Listening Skills

Chapter One: The Importance of Listening

Why Listen?



Think of a time you felt someone was really listening to you. What was the situation, and how did you feel?

Now, think of a time you were really listening to someone else. What was the situation, and how did you feel?

Benefits of Listening

Why do we listen? We listen to learn, to understand, to connect and to enjoy. Listening provides many benefits. Among them, listening:

- Builds relationships
- Increases productivity
- Solves problems
- Improves our ability to influence, persuade or negotiate
- Enables us to avoid or minimize conflicts and misunderstandings



Listening Self-Assessment

Read each statement and decide which number best reflects the frequency with which you demonstrate each listening skill. 1=Seldom, 2=Sometimes, 3=Frequently

1. I listen for feelings and attitudes, as well as for facts.	1	2	3
2. I listen for unspoken messages by reading body language and/or tone of voice.	1	2	3
3. I avoid being distracted, mentally and physically.	1	2	3
4. I avoid making snap judgments and jumping to conclusions.	1	2	3
5. I avoid thinking of my response while the other person is speaking.	1	2	3

Listening Self-Assessment (cont.)

6. I focus on the content more than the delivery style.	1	2	3
7. I paraphrase to confirm understanding.	1	2	3
8. I avoid getting sucked into the other person's emotions.	1	2	3
9. I show the speaker I'm listening with appropriate words and responses.	1	2	3
10. I listen more than I talk.	1	2	3

Scoring: 25-30: Your listening skills are in excellent shape. 16-24: Your listening skills are not fully supporting you. 15 or below: Your listening skills have much room for improvement.

Ineffective Listeners

An poor listener is easily distracted and tends to let his or her mind wander with slow speakers. A poor listener:

- Allows grammar mistakes or other errors to catch his or her attention
- Tunes out based on distracting delivery style
- Tends to tune out slow speakers and/or a dry topic
- Is easily distracted
- Interrupts
- Takes so many notes that he or she doesn't observe body language and misses out on the complete message
- Is overstimulated, tends to seek and enter into arguments
- Shows no evidence of listening
- Listens for facts alone



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