

LISTENING SKILLS

Habits of Ineffective Listening

- Listen selectively to hear only part of the message. Jump to conclusions as often as possible.
- Since people speak at 100 to 175 words per minute, but they can listen intelligently at 600 to 800 words per minute, make good use of the extra time by drifting off into your own thoughts. That leaves plenty of time to daydream, think about our reply and plan dinner.
- Stay where it is noisy so there will be plenty of distractions.
- Look elsewhere, anywhere but at the person.
- Judge the other person and what they are saying, being sure to keep a closed mind.
- Interrupt often
- Change the subject
- Don't pay attention to nonverbal language or underlying messages.
- Don't respond or ask questions. It is the responsibility of the speaker to get the message across.



L Look directly at the person you are listening to

A Ask questions to clarify or elicit feedback

D Don't interrupt

D Don't change the subject

E Evaluate emotions and let others explain

R Respond with feedback that demonstrates your involvement

A six word sentence can have six different meanings depending on the emphasis:

"I never said he stole money" - "Listening Made Easy" by Robert L Montgomery



Active Listening is listening with a purpose: to gain information and understanding about others. Imagine how you would listen if your life depended on it: to someone talking you through defusing a bomb, or landing an airplane when you're not a pilot! Your full attention would be focused on what is being said. It may not always be a matter of life and death, yet many costly mistakes are made because someone wasn't listening. Active listening is a powerful skill.

Reflective Listening is listening beyond the words. Verify the meaning you received by "reflecting" your interpretation of the message and the underlying feelings. The speaker will usually respond with more information.