

Effective Listening

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- Understand the complexity of the listening process.
- Recognize social and personal obstacles to listening
- Identify your personal style of listening
- Describe the habits of poor listening
- Explain how culture affects listening
- Use a variety of techniques to practice and improve listening.

Case in Point

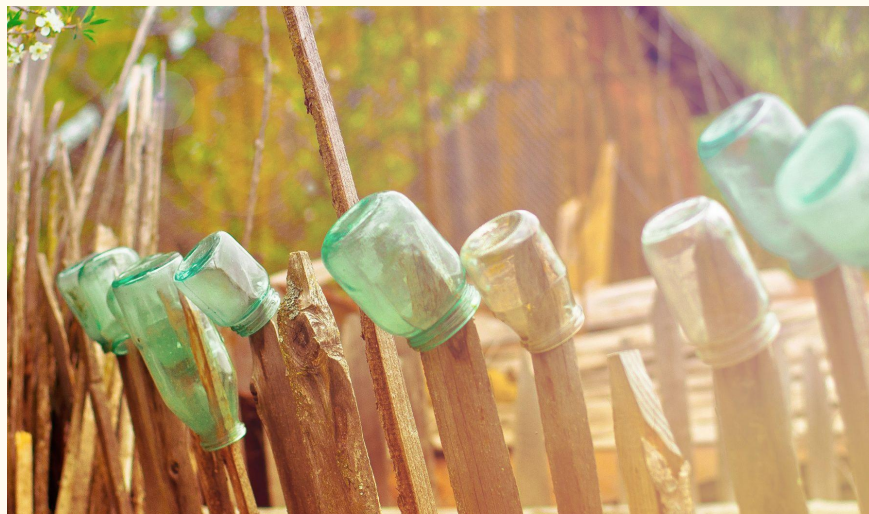


In the course of an average day, most of us don't listen with complete attention. There is a lot going on and it isn't always important!

- Many times, however, failing to listen can have serious consequences!
- When is it important to listen?

Hearing v. Listening

- Hearing is the physical process of letting in audible stimuli without focusing on the stimuli.
- Listening is the dynamic transactional process of receiving, recalling, rating, and responding to stimuli, messages, or both.



Barriers to Listening

- Noise
- Message Overload
- Message Complexity
- Lack of Training
- Preoccupation
- Listening Gap
- Poor Listening
- Selective Listening
- Talkholism
- Psuedolistening
- Gap Filling
- Defensive Listening
- Ambushing (listening, but then using the information against another)



Styles of Listening

- People-Centered: Concern for people's feelings or emotions
 - Action-Centered: Listeners who want messages to be highly organized, concise, and error-free
 - Content-Centered: Listeners who focus on facts and details
 - Time-Centered: Want concise messages
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Practice Active Listening

- Paraphrase
- Use dialogue enhancers (I see, I'm listening, nodding, etc.)
- Questions
- Silence
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