

A soft-focus photograph of a lavender field. Several tall, thin stems with clusters of small purple flowers are visible against a blurred green and purple background. The lighting is gentle, creating a serene and calming atmosphere.

THE ART OF LISTENING

Identify

- ▣ Areas in my professional life where listening is needed?
- ▣ Areas in my personal life where listening is needed?

Activity



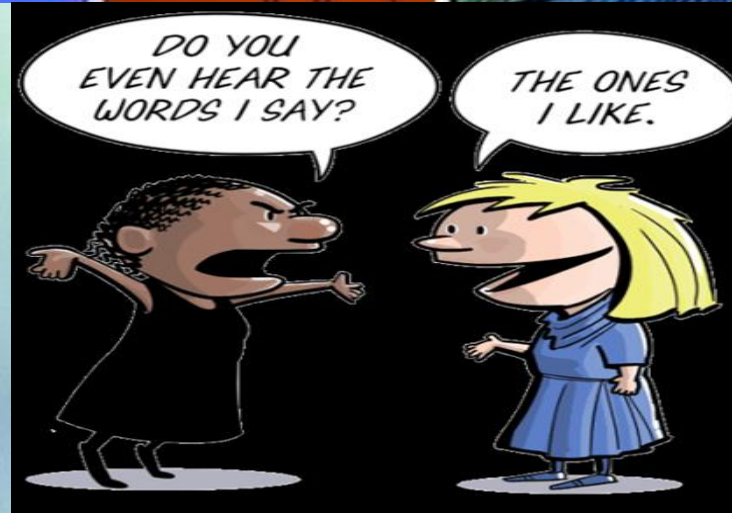
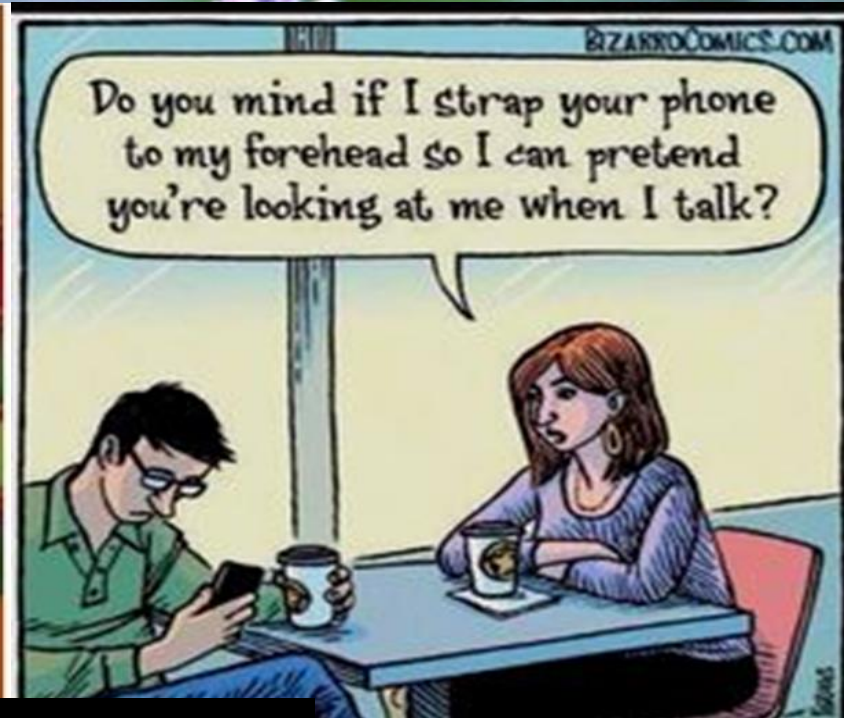
HEARING VS LISTENING

‘Hearing’ is a physical and passive act involving the process and function of **perceiving sound**.
‘Listening’ is **hearing the sounds with deliberate intention**.



Therefore, unlike hearing, listening is a skill that improves through conscious effort and practice.

BAD LISTENING SKILLS!!!



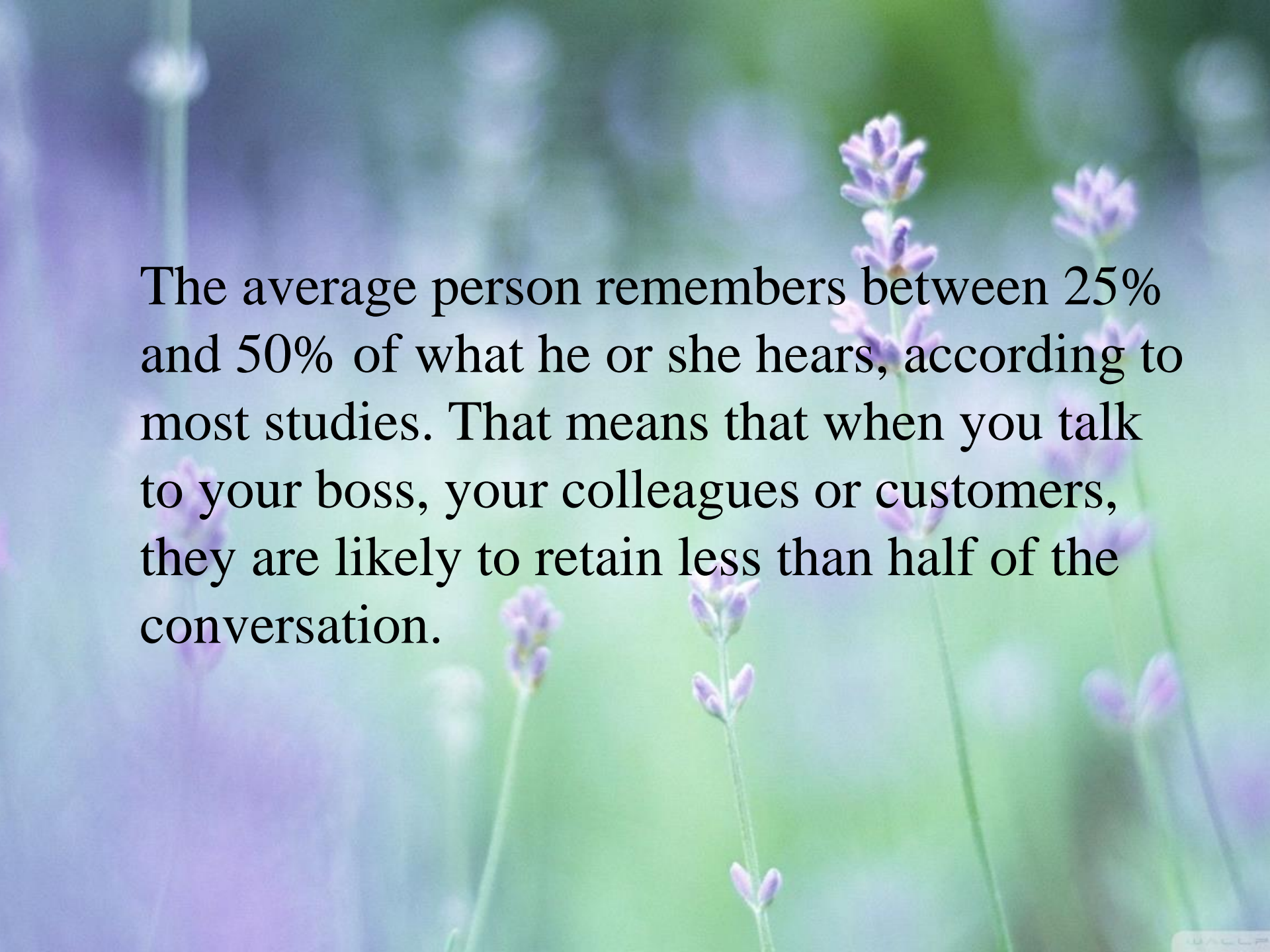
A soft-focus background image of a field of lavender flowers. Several tall, thin stems with clusters of small purple blossoms are visible against a blurred green and blue background.

Does this sound familiar?

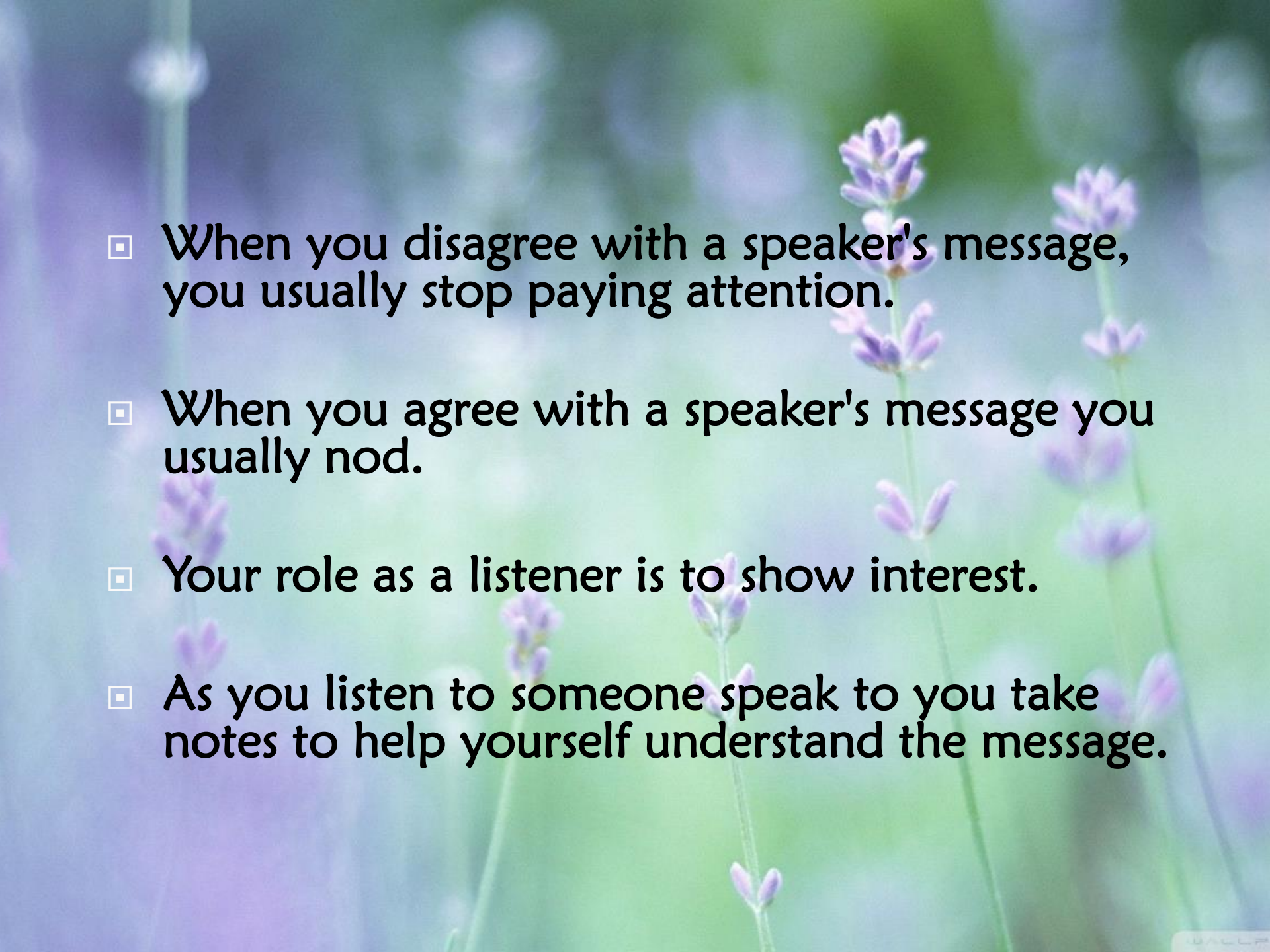
Do you ever get introduced to someone at a lunch meeting or a networking event, and before the conversation is over you forget the person's name?

If the answer is yes,

Thenyou're not alone.

A soft-focus background image of a field of lavender flowers. Several tall, thin stems with clusters of small purple blossoms are visible against a blurred green and blue background.

The average person remembers between 25% and 50% of what he or she hears, according to most studies. That means that when you talk to your boss, your colleagues or customers, they are likely to retain less than half of the conversation.

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- The background of the slide features a soft-focus image of lavender flowers. Several thin green stems with clusters of small purple blossoms are visible against a blurred green and blue background, creating a calm and natural aesthetic.
- ❑ When you disagree with a speaker's message, you usually stop paying attention.
 - ❑ When you agree with a speaker's message you usually nod.
 - ❑ Your role as a listener is to show interest.
 - ❑ As you listen to someone speak to you take notes to help yourself understand the message.

Listening for Leaders

For leaders, **listening is a central competence for success.** At its core, listening is connecting. Your ability to understand the true spirit of a message as it is intended to be communicated, and demonstrate your understanding, is paramount in forming connections and leading effectively. This is why, in 2010, General Electric – long considered the reeminent company for producing leaders – redefined what it seeks in its leaders. Now it places “listening” among the most desirable traits in potential leaders. Indeed, GE Chairman and CEO Jeff Immelt has said that “humble listening” is among the top four characteristics in leaders.

Types of Listeners

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There are two
types of
listeners:

- ACTIVE
- PASSIVE

Active Listening Vs. Passive Listening

- Active listening is when the listener is fully engaged and reacts to the ideas presented by the speaker.
- In passive listening, the listener does not react to the ideas of the speaker but merely listens.



Genuine Active Listening

Genuine active listening will:

- Encourage the speaker to keep talking
- Indicate that you are following the conversation
- Set a comfortable tone
- Signal to the speaker that you are attentive and interested





Although we may not necessarily agree with others, we should come to **appreciate the many experiences and perspectives** that people can share.



If a misunderstanding has occurred, **active listening** will enable communication to be **clarified** before any further confusion arises.



Active Listening Helps....



Active listening strategies will help to reduce the **potential for stress and tension**, elicit **greater openness**, and build rapport with your lecturers, colleagues and boss.

THE “INTENT”...

Most people do not listen with the intent to understand; they listen with the intent to reply.

--Stephen R. Covey



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ACTIVE LISTENING

Active listening is an important skill that one will need to improve and/or develop. Often when people talk to each other, **they are only half-listening.**



Key Elements of Active Listening

(1) Pay attention

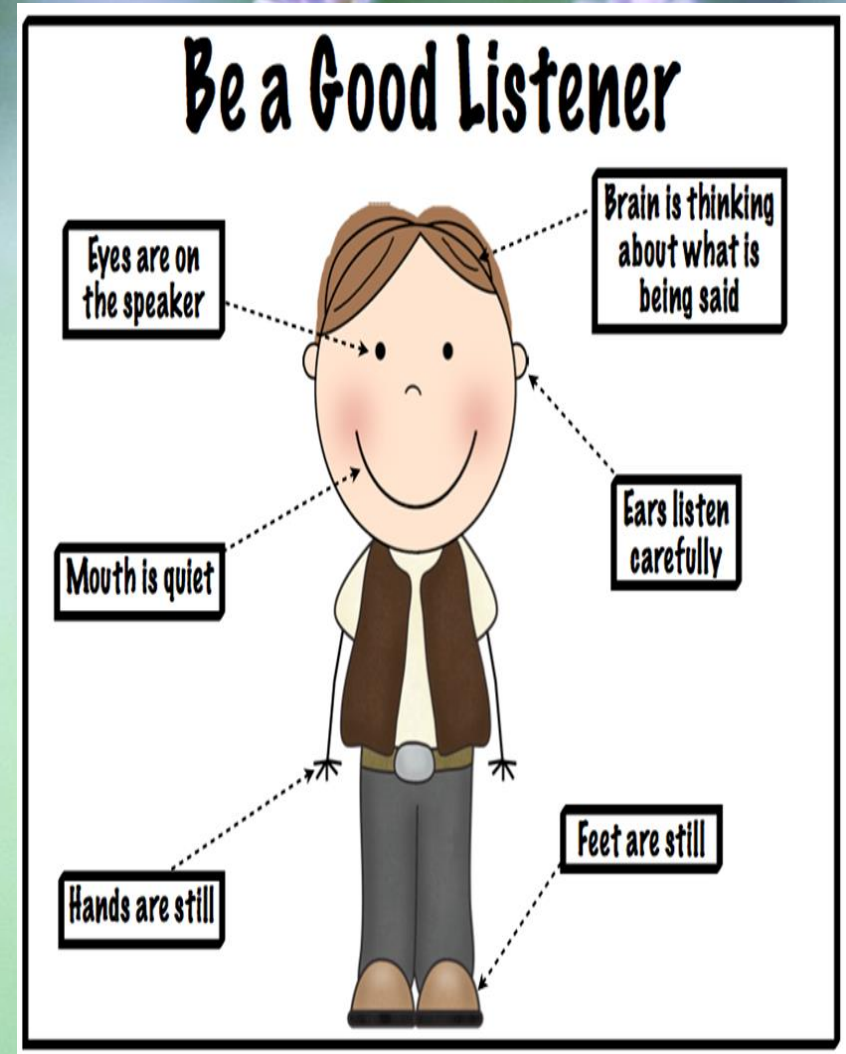
- Ensure to face the speaker
- Give the speaker your undivided attention and acknowledge their message
- Don't look at your watch, phone, other people or activities in or beyond the room
- Refrain from side conversations (even if they are whispered).



Key Elements of Active Listening

(2) Show that you are listening

- Be aware of your body language—crossed arms can make you seem closed or negative
- Encourage the speaker to continue by ‘short’ verbal comments
- Ensure your posture and demeanor are open and inviting
- Offer some facial expressions, such as a nod or a smile.



Key Elements of Active Listening

(3) Provide feedback

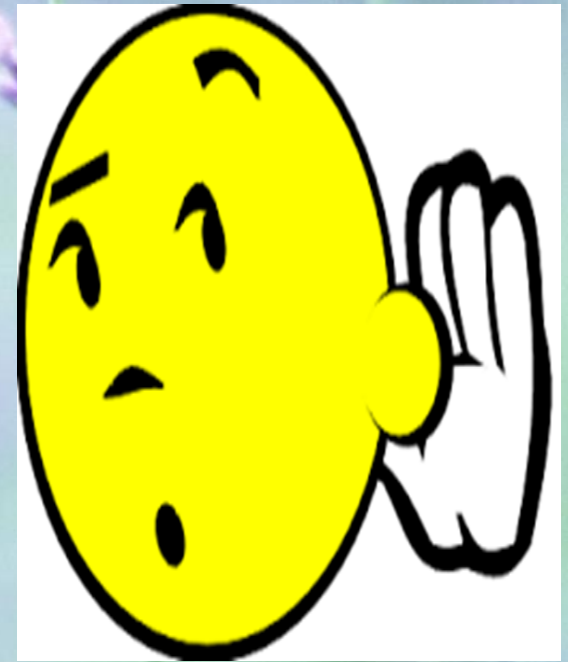
- Ask related and relevant questions
- Reflect on what has been said by paraphrasing
- Seek clarification
- Summarizes the speaker's comments.



Key Elements of Active Listening

(4) Respond appropriately

- Assert your opinion(s) respectfully
- Avoid attacking the speaker verbally or otherwise putting them down
- Avoid interrupting the speaker unnecessarily
- Respond openly and honestly, with an appropriate tone of voice.
- Treat the other person as you would want to be treated.



Key Elements of Active Listening

(5) Defer judgment

- Avoid making assumptions
- Be empathic and nonjudgmental
- Consider the communication from the perspective of the speaker
- Let the presentation run its course
- Listen to the entire message before interjecting with your own comments.



Components of Active Listening



Active listening is a way of paying attention and responding to others, thereby improving mutual understanding.

The way to improve our active listening skills is through **practice**. We should not allow ourselves to become distracted by things that may be going on around us. Try to make a **conscious effort** to hear not only the words, but to truly hear what the other person is saying.



Open Ended Questions

In active listening, open-ended questions are questions that cannot be answered with 'YES' or 'NO'.

These questions encourage the speaker to provide more information.

- The use of open-ended questions:
- Encourages the speaker to expand on the subject in a more comprehensive way
- Lets the speaker know that their ideas matter to you
- Relaxes the people around you.

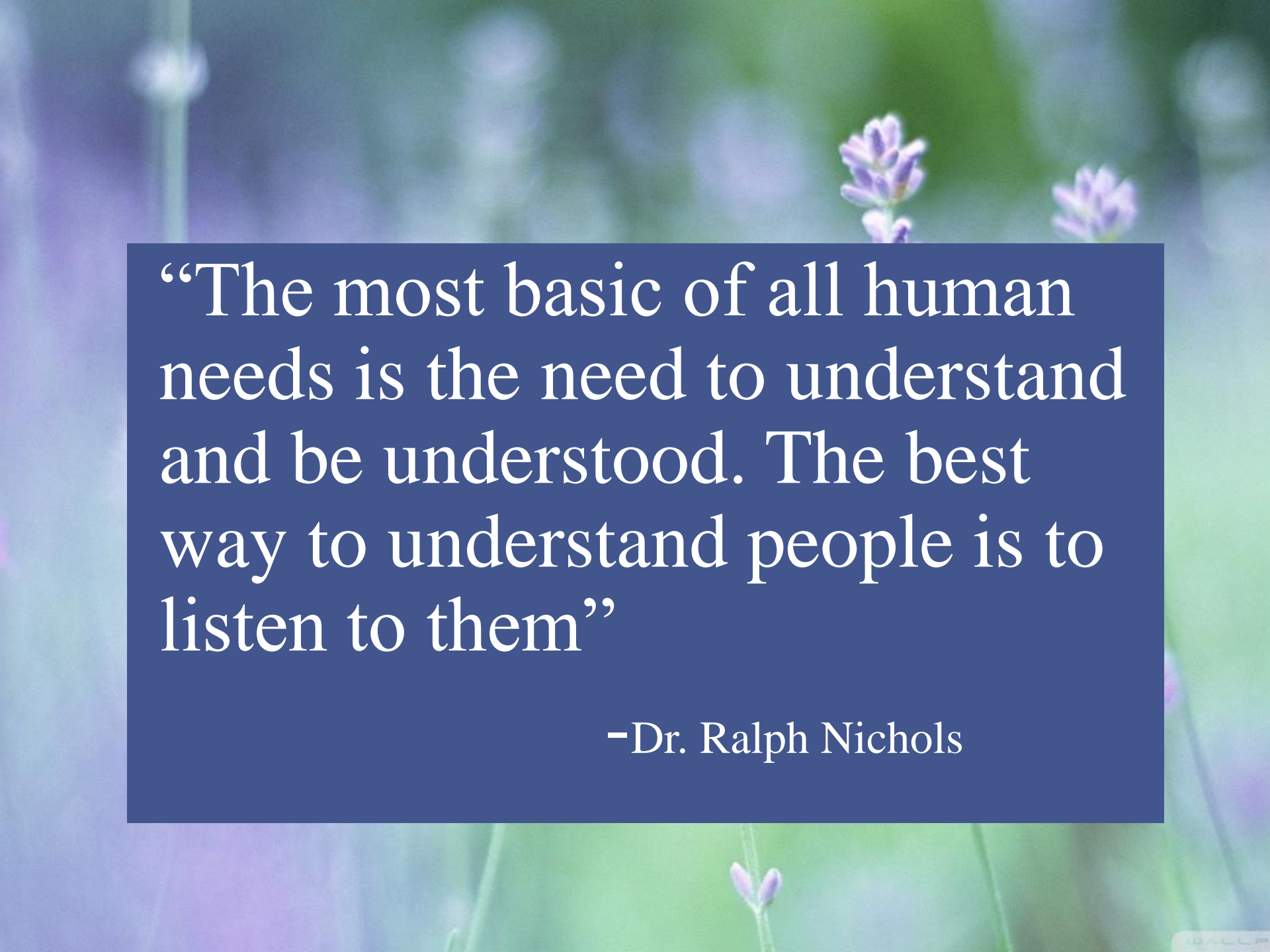
Non-Verbal Gestures

Listening is characterized more by what is not done, than what is done.



- ▣ Beyond the words, there will be a host of clues as to what the speaker or listener is communicating.
- ▣ We should avoid sending out negative nonverbal gestures, because if you are too immersed in yourself, others will feel you are uninterested, disrespectful and/or rude.



A soft-focus background of purple lavender flowers and green foliage. The flowers are in various stages of bloom, with some showing distinct petals and stamens. The green leaves are elongated and have a serrated edge. The overall lighting is natural and soft, creating a calm and serene atmosphere.

“The most basic of all human needs is the need to understand and be understood. The best way to understand people is to listen to them”

—Dr. Ralph Nichols

PASSIVE LISTENING



In passive listening, the listener does not react to the ideas of the speaker but merely listens.

In this case, the listener makes **no attempt to interrupt the speaker**, by asking questions and commenting on the ideas that have been presented.



This, however, does not mean that the listener is not paying much attention to the speaker. On the contrary, even though he is listening he makes no attempt to react.

L I S T E N

I remind myself every morning:
Nothing I say this day will teach me
anything. So if I'm going to learn, I
must do it by listening.

-- Larry King

Key Elements of Passive Listening



1.) Focus

Turn off your electronics (yes, even your phone!) and try to concentrate on the speaker. Put your laptop away, and don't respond to any distractions. Phone calls, emails, and text messages can wait.

2.) Position

- ▣ Face the speaker and sit in a position that tells her you're ready to listen.
- ▣ Keep your legs uncrossed and your arms open.
- ▣ Limit body movement, and lean in toward the speaker so she knows you're paying attention.





3.) Silence

- ▣ Passive listening requires little to zero verbal replies from the listener.
- ▣ As a listener, try to focus on the speaker's body language as well as his words.
- ▣ You may reply silently with a nod, or the response, “tell me more . . .” however, passive listening primarily asks the listener to remain completely quiet.

4.) Enhanced Focus

- ▣ Try to avoid crafting any kind of response to what the speaker says instead focus exclusively on his or her words and body language.
- ▣ Without crafting a response, simply sit and passively and absorb your speaker's words, body language, and facial expressions.

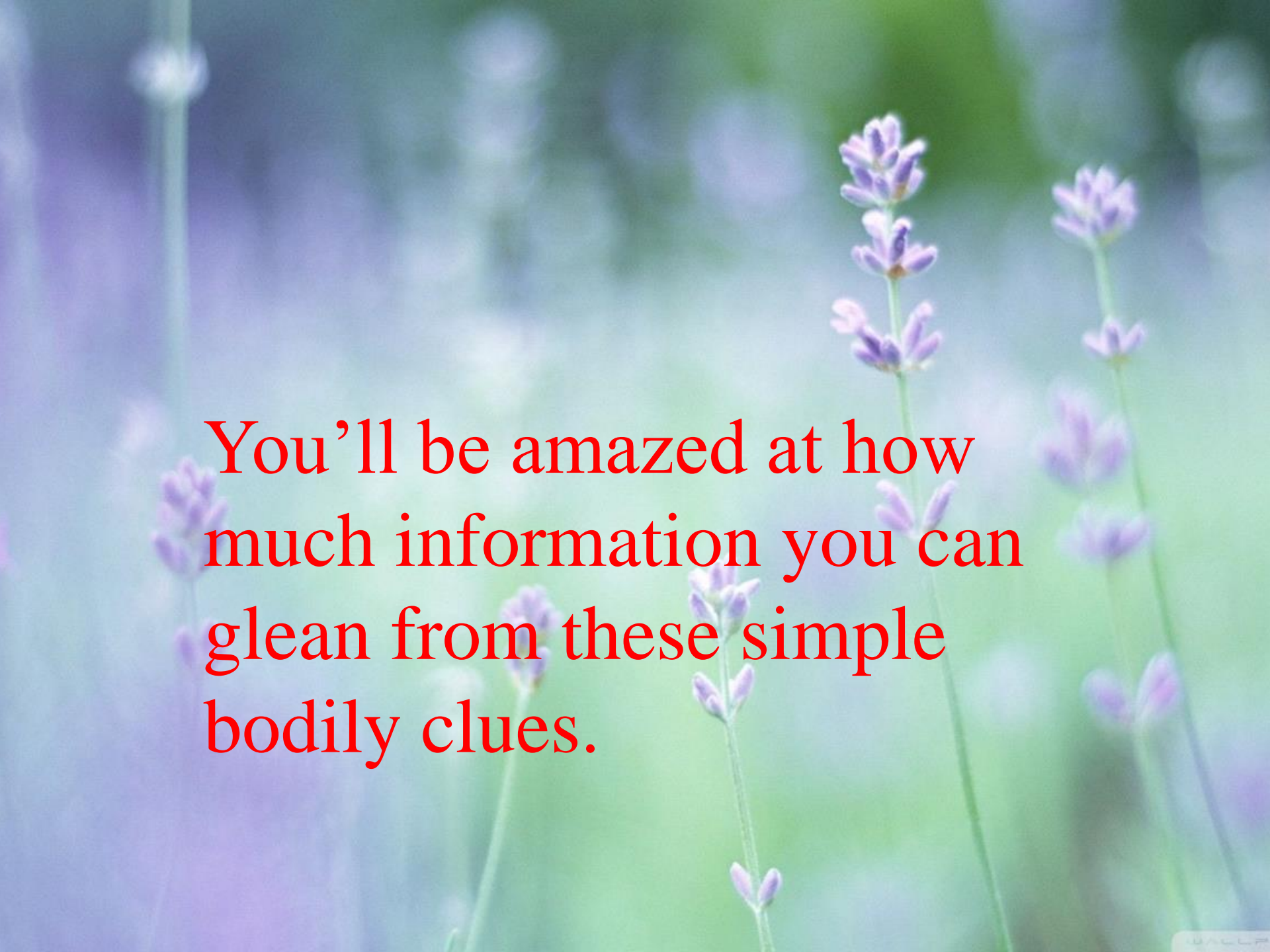


5.) Lean In

Again, part of a successful passive listener's body vocabulary, leaning in tells the listener that you truly are engaged with the subject, even if you aren't responding verbally.



You'll be amazed at how much information you can glean from these simple bodily clues.

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PARAPHRASING

In active listening, paraphrasing involves a restatement of the information given by the speaker in your own words.

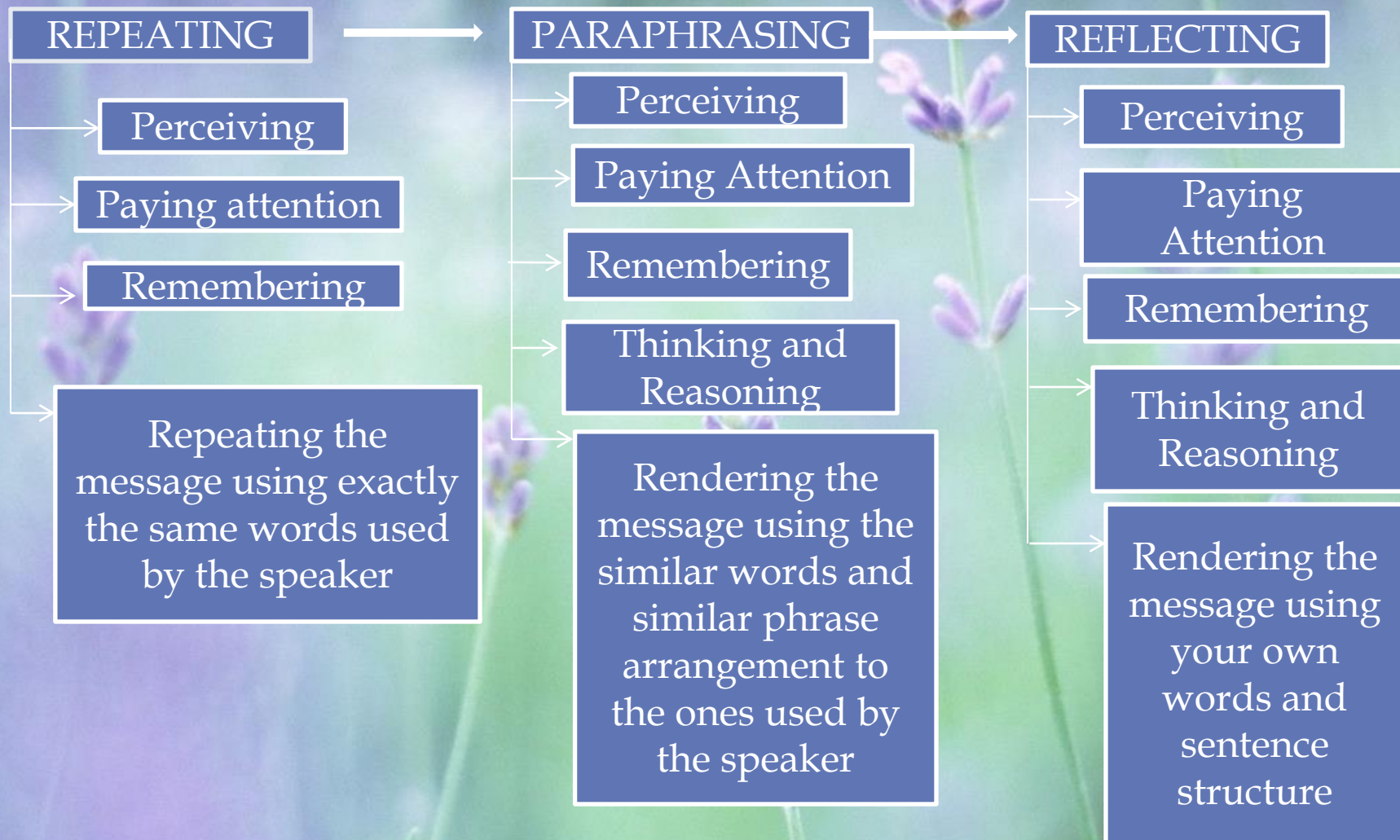


The use of paraphrasing:

- Demonstrates to the speaker both that you are listening to them and actually understanding what they are saying
- Enables you to ensure that your interpretation and/or understanding of the ideas is correct.
- Enables other people to check that they have also understood the ideas presented.

Cont....

Paraphrasing is one of 3 degrees of active listening:



Activities

1) Chinese Whisper



Cont....

Have all delegates in a line and whisper two different messages one starting at one end of the line and one starting at the other. Play music, encourage giggling etc. When the messages have been passed to the final person ask the original recipients if they can first of all remember the message and then the final recipients what message they received. This enables you to draw out all of the areas that stop you from actively listening and then what you can do to ensure you are actively listening."

Cont....

2.)STOP LISTENING

Take half the group outside the room and ask those in the room to think of a topic they are really passionate about/interested in - e.g. family, films, football team etc. Those outside room come back inside and pair-up to listen actively to the story. However you have pre-warned them to stop listening (demonstrate this) after about 30 seconds and see what happens. Usually the speakers get really frustrated and annoyed leading to useful debrief discussion on the impact of listening/how to listen etc."