

Communication Skills: The Power of Listening**I. What is listening?**

- A. Listening: the process of _____, constructing meaning from, and responding to spoken and/or nonverbal messages; to hear something with thoughtful attention
- B. Effective communication is 2-way
- depends on speaking and _____

II. Listening vs. Hearing

- A. Hearing- physical process; natural; _____
- B. Listening- physical & mental process; active; _____; a skill
- C. Listening is hard!

III. Fast Facts

- A. We listen at 125-250 wpm, think at 1000-3000 wpm
- B. 75% of the time we are _____, preoccupied or forgetful
- C. 20% of the time, we remember what we _____
- D. More than 35% of businesses think listening is a top skill for success
- E. Less than 2% of people have had formal education with _____

IV. Why be a good listener?

- A. To be recognized and _____
- B. To feel valued
- C. To feel appreciated
- D. To feel respected
- E. To feel _____
- F. To feel comfortable about a want or need

V. Barriers to Listening

- A. Equate With Hearing
- B. _____ Topics
- C. Speaker's Delivery
- D. External Distractions
- E. _____ Preparing Response
- F. Listening for Facts
- G. Personal Concerns
- H. Personal _____
- I. Language/Culture Differences
- J. Faking Attention

VI. Bad Listening Habits

- A. Criticizing the subject or the _____
- B. Getting _____ - _____
- C. Listening only for facts
- D. Not taking notes OR outlining _____
- E. Tolerating or creating distraction
- F. Letting emotional words block message
- G. Wasting time difference between speed of _____ and speed of _____

VII. Active Listening

- A. Allows you to make sure you hear the words and _____ the meaning behind the words
- B. Goal: Go beyond listening to understanding

VIII. Active Listening Requires...

- A. Definite Intent to Listen
- B. _____ on the Speaker
- C. Verbal and Non-Verbal Encouragers
- D. _____ Loop to Insure Accuracy

IX. Active Listening in Four Steps

A. Step One: _____

- i. To Feelings As Well As Words
 - Words - Emotions -- Implications
- ii. Focus on Speaker
 - Don't plan, speak, or get distracted
- iii. What Is Speaker Talking About?
 - Topic? Speaker? Listener? Others?
- iv. Look At Speaker
- v. Use Verbal & Non-Verbal Encouragers

B. Step Two: _____

- i. 3 Purposes
 - Demonstrates you are listening
 - Gather information
 - Clarification
- ii. Open-ended
 - Tell me more?
 - How did you feel?
 - Then what happened?

C. Step 3: _____ - _____

i. Reflect What Is Said (In your words)

ii. Reflect Feelings

iii. Reframe

- Capture the essence of the communication
- Remove negative framing
- Move toward problem solving

D. Step 4: _____

i. Get Speaker's Consent to Your Reframing

ii. Speaker Has Been Heard and Knows It!

iii. Solution Is Near!