

# Unit C: Communication

## Lesson 8: Effective Listening Skills

- Are “listening” and “hearing” the same thing? Why or why not?
- People screen out or change the intended meaning of what they hear in more than 70 percent of communications. Do you agree? What does this tell us?
- “We were given two ears, but only one mouth, because listening is twice as hard as talking.” Do you agree? Why or why not?

# Three Basic Modes of Listening

## A. Competitive Listening

- Pretend to pay attention while waiting to give our own opinion

# Three Basic Modes of Listening

## B. Passive Listening

- Attentive, but do not restate or reflect the message

# Three Basic Modes of Listening

## C. Active Listening

- Genuinely interested in message
- Check for understanding before responding
- Restate message and reflect it back to sender—  
i.e., “What I hear you saying is ...”

# Barriers to Effective Listening

## A. Your physical and mental state

- Physical—tired, hungry
- Mental—thinking about personal issues

# Barriers to Effective Listening

## B. Your prejudices

- Allowing own personal beliefs to judge the speaker

# Barriers to Effective Listening

## C. The speaker

- Difficult to hear or understand—monotone, low volume.
- Poor body language—little eye contact or wild gestures.
- Use of jargon or complex ideas.



# Barriers to Effective Listening

## D. The environment

- Temperature, light, noise, space, seating, other people.

# Becoming a More Effective Listener

## A. Give the speaker and yourself (feedback).

- Maintaining eye contact and good posture, smiling, and (nodding) the head.
- Comment or ask questions, but do not (interrupt).
  - Tell me more about....
  - It is my sense that....
  - In what way?
  - How so?

# Becoming a More Effective Listener

B. Be a “selfish” (listener).

- (Imagine) yourself using the information—What is in it for me?

- Relate the information to (personal) experiences.

C. Stay focused and listen for (major) ideas.

D. Avoid jumping to (conclusions) and overreacting emotionally.

E. Adjust the (physical) environment.

# Review/Summary

- What are the three modes of listening?
- What are the barriers to effective listening?
- What are some techniques for becoming a more effective listener?