



LISTENING: A SKILL YOU CAN DEVELOP

A One-hour Webinar

Based on a scale of 1-10 (**1 is the worst** listener ever and **10 is perfect** 😊), how do you think the **following people** would rate you as a listener? Write a number beside each “person.”

Your Best Friend _____ Your Boss _____ Your Co-workers _____

Your Child _____ Your Mate _____ Your Customers _____

What keeps **you** from being a great listener, especially with patrons and/or co-workers (and supervisors??)?

How Do We Learn to Listen?

- 1) _____; each of us has to choose to listen.
- 2) _____; we need to suspend our own needs while we listen. The elements of paying attention are:
 - a. _____ (*walk a mile in their shoes*)
 - b. _____ (*respond*)
 - c. _____ (*don't jump to conclusions*)
 - d. _____ (*being aware...of what's behind the words; the emotions, the thoughts, their background*)
- 3) _____; how we perceive what is being said, which can be affected by the degree of self-interest we are experiencing. Are we guilty of:
 - a) _____ listening?
(*we actually don't hear most of what is being said*)
 - b) _____ listening?
(*we miss the underlying emotion, purpose, or meaning*)
 - c) _____ in the gaps?
(*we supply our own information, which is often wrong*)

d) _____?
(we use our own experiences to decide what they are saying)

Two other problems that can interfere with our understanding are:

a) _____
(we stop them from being able to express their feelings)

b) _____
(this can "disconnect" the listening process by invalidating what they are saying)

How can we increase our understanding?

By _____. What kinds of questions?

a) _____
(draw out their thoughts and feelings)

b) _____
(show your concern)

c) _____
(don't continue to guess)

d) _____
(try to gain a deeper understanding)

4) _____; we tend to forget more than half of what people tell us as soon as we hear it. We remember 1/3 of the message after 8 hours and only 25% after 2 months.

_____ can be used to deal with this.

5) _____; don't react. Think first, and then act by asking questions.

6) _____ your skill; great listening doesn't happen by accident. ***It has to be practiced.***

How can you develop your listening skills?

a) _____

b) _____

c) _____

d) _____

e) _____

What will you do to make a difference in how well you listen?

