

LISTENING: A SKILL YOU CAN DEVELOP

A One-hour Webinar



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Do you have INPA disorder??



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??)?

heard it all

don't care!

environment

toys



mind elsewhere

personal issues

our response

How Do We Learn to Listen?

Choice

- 1) _____;
each of us has to choose to listen.



2) **Pay attention** _____; we need to suspend our own needs while we listen. The elements of paying attention are:

• **Empathy** _____ *(walk a mile in their shoes)*

• **Confirmation** _____ *(respond)*



- **Non-judgment** _____ *(don't jump to conclusions)*

- **Deep listening** _____ *(being aware...of what's behind the words; the emotions, the thoughts, their background)*



3) Understanding; 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) selective listening
(we actually don't hear most of what is being said)



b) literal
(we miss the underlying emotion, purpose, or meaning)

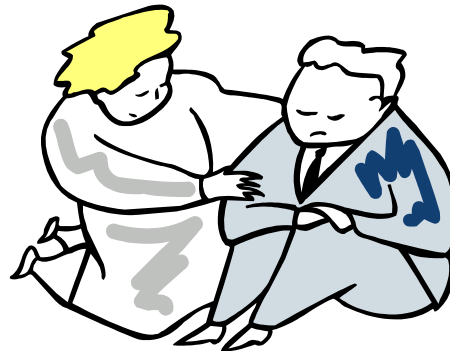
c) filling in the gaps
(we supply our own information, which is often wrong)

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

Two other problems that can interfere with our understanding are:

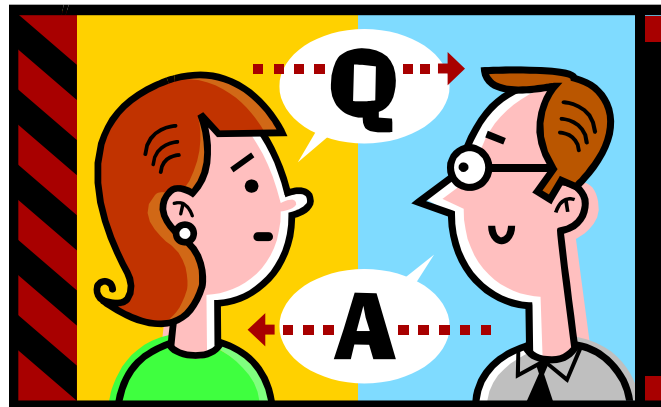
- a) **Advice-giving**
(we stop them from being able to express their feelings)

- b) **Supportiveness**
(this can “disconnect” the listening process by invalidating what they are saying)



How can we increase our understanding?

By asking questions.



What kinds of questions?

a) **Open-ended**

(draw out their thoughts and feelings)

b) **Empathetic**

(show your concern)

c) **Confirmation**

(don't continue to guess)

d) **Probing**

(try to gain a deeper understanding)



4) Remember;

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.

Association / visualization / note-taking

can be used to deal with this.



5) **Respond** _____; don't react.

Think first, then act by asking questions.

6) **Develop** _____ your skill;

great listening doesn't happen by accident. ***It has to be practiced.***



How can **you** develop your listening skills?

a) **Awareness** _____

Are you listening?



b) **Commitment** _____

c) **Action** _____

d) **Reflection** _____

e) **Improvement!** _____

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



Thanks for being here today –



**Now, go and be a
great listener!**