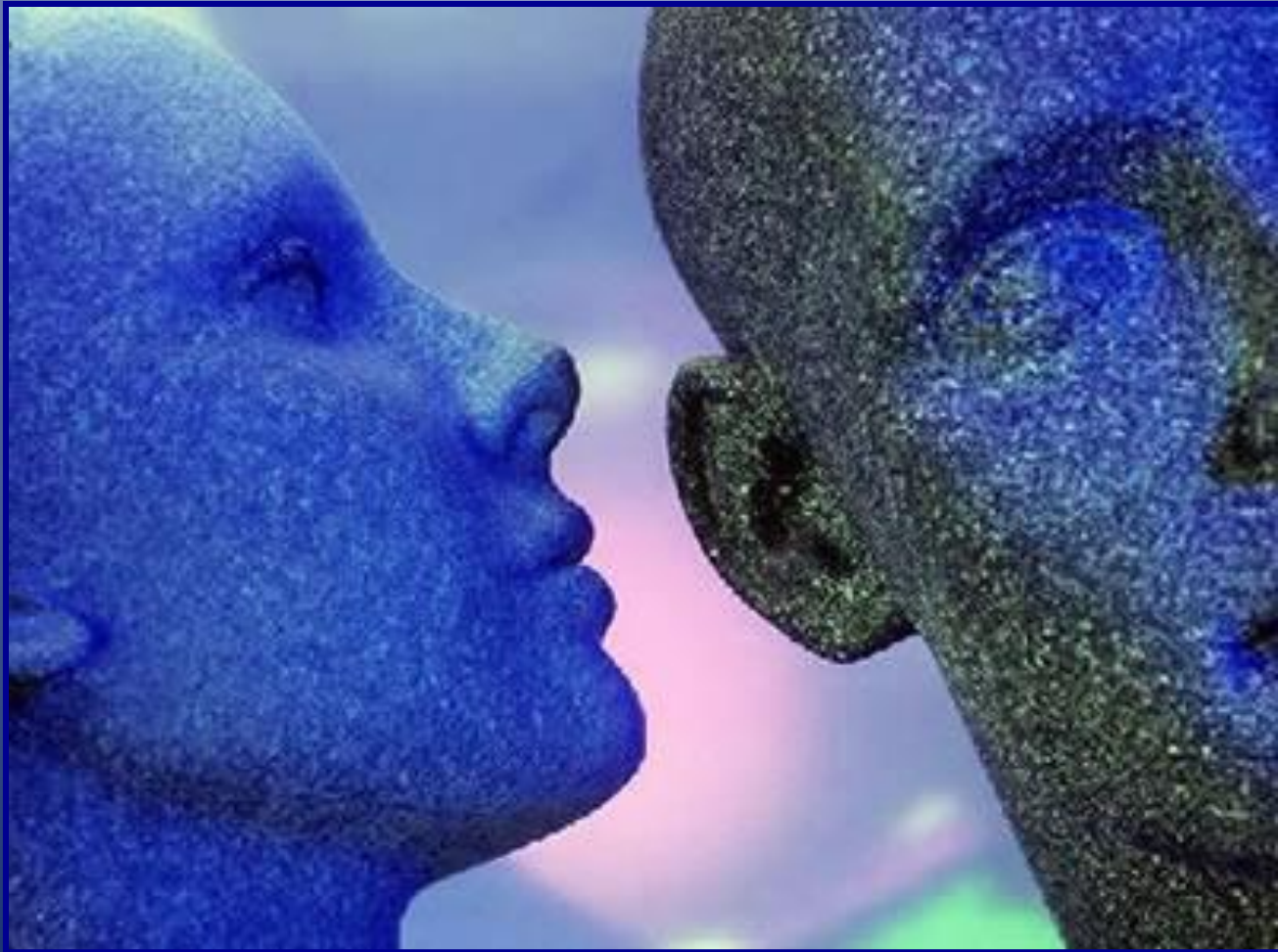


Effective Listening



Hearing is NOT Listening



THREE TYPES OF LISTENING

- COMPETITIVE –

Listener has already formed opinion about topic. More interested in asserting own opinion. Interrupts frequently.

- PASSIVE-

Listens without interruption or agenda but gives little or no feedback

- ACTIVE-

Listener is actively engaged, non-judgmental and responds reflectively.

THE 9
TRAITS OF
AN ACTIVE
LISTENER

Before You Begin...

Remove All Distractions*

Interior Distractions

- Quiet the mind – resist temptation to think about present obligations or concerns
- Eliminate fatigue or hunger

Exterior Distractions

- Outside noise – close the door, turn off the t.v.
- Cell phone
- Tapping fingers/jiggling foot/ cracking knuckles

*125 vs. 400

L- LOOK

I -

S -

T -

E -

N -

E -

R -

LOOK

The active listener maintains eye contact with the speaker.

They are looking for clues regarding the speaker's emotional state and using this opportunity to read the speaker's body language.

L- LOOK

I – INQUIRE

S –

T –

E –

N –

E –

R –

Inquire

Effective listeners make certain they have correctly heard the message that is being sent. They ask open-ended questions in an effort to seek additional information from the speaker.

Questions are asked in a way that makes it clear they have not yet drawn any conclusions. This assures the message sender that they are only interested in obtaining better information.

L- LOOK

I – INQUIRE

S – SUMMARIZE

T –

E –

N –

E –

R –

Summarize

One of the hallmarks of active listening is reflective feedback. This usually comes in form of paraphrasing. Paraphrasing ensures that the speaker's message was correctly received and understood. It also encourages the speaker to expand on what he or she is trying to communicate.

L- LOOK

I – INQUIRE

S – SUMMARIZE

T – TAKE NOTES

E –

N –

E –

R –

Take Notes

Effective listeners keep notes to ensure that they remember the most important information. This can be retained in a written or mental form.

L- LOOK

I – INQUIRE

S – SUMMARIZE

T – TAKE NOTES

E – ENCOURAGE

N –

E –

R –

ENCOURAGE

Active listeners encourage their speakers. They smile when appropriate, nod, say, “Yes, I see”, etc. These small acts of encouragement serve to motivate the speaker to speak freely and openly.

L- LOOK

I – INQUIRE

S – SUMMARIZE

T – TAKE NOTES

E – ENCOURAGE

N – NEUTRAL

E –

R –

NEUTRAL

Active listeners avoid making immediate judgments about what the speaker is saying and they do not second guess what the speaker might say next.

Effective listeners know that passing judgment while listening tends to skew the remaining information and distort its intended meaning.

L- LOOK

I – INQUIRE

S – SUMMARIZE

T – TAKE NOTES

E – ENCOURAGE

N – NEUTRAL

E – EMPATHY

R –

Empathy

The effective listener tries to understand how the speaker *feels* in addition to understanding his or her ideas.

L- LOOK

I – INQUIRE

S – SUMMARIZE

T – TAKE NOTES

E – ENCOURAGE

N – NEUTRAL

E – EMPATHY

R – ROLE

ROLE

Effective listeners understand their role. They ask themselves:

1. “What is my relationship to the speaker.”
2. “What is being communicated.”
3. “What response is expected/needed here?”

What does
the
Active Listener
Gain?

Active Listeners in our Community:

1. Know how to build relationships and earn the trust of those around them.
2. Command an understanding of different points of view.
3. Possess the ability to obtain the most important and accurate information.
4. Have an empathetic ear and can offer diplomatic solutions to conflicts.
5. Remind us that shared conversation offers the best chance for new learning.

T.I.P.

Theory

Into

Practice

