HELLO CAN YOU HEAR ME?

Active Listening – Michelle McCann

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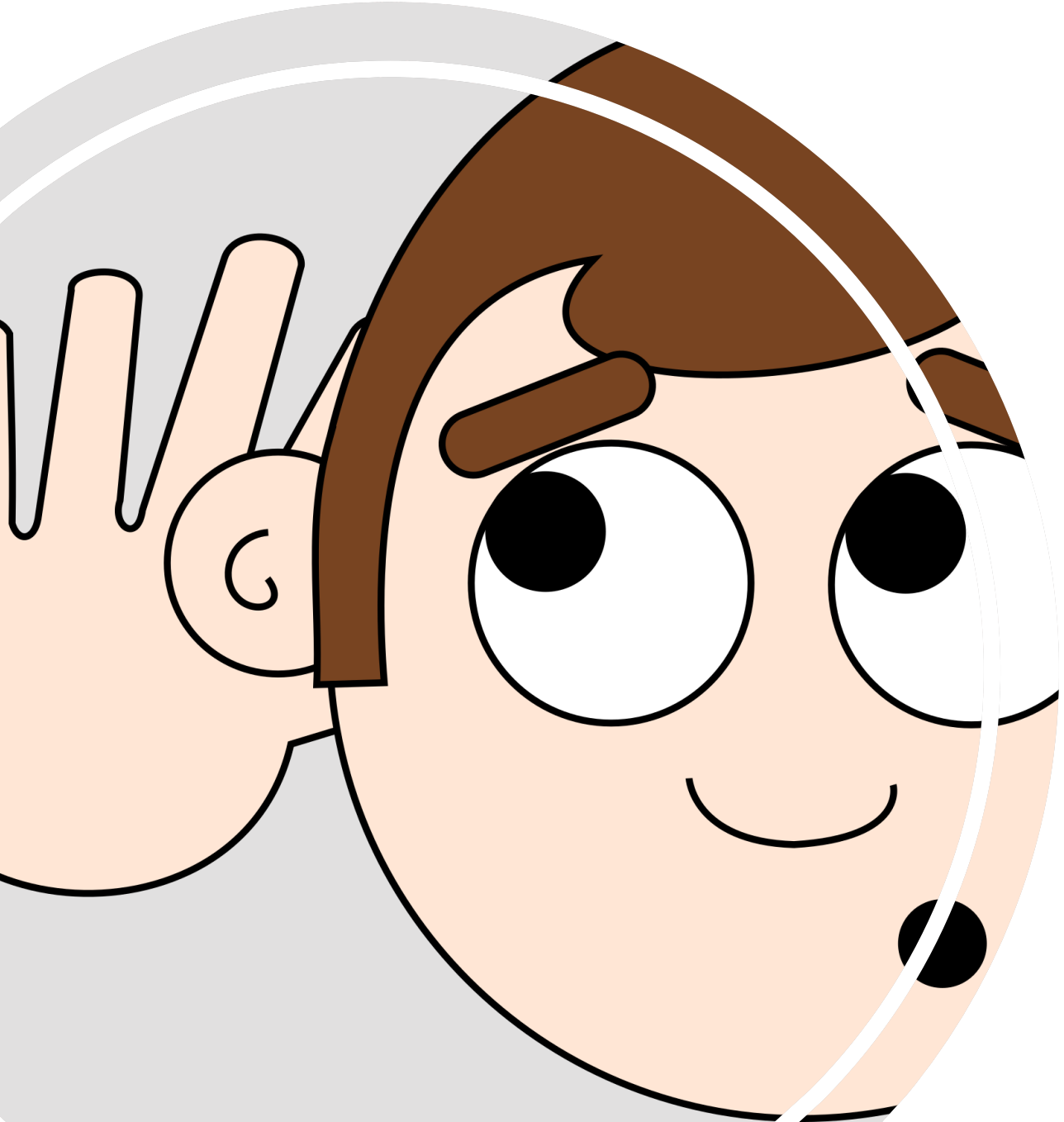

LISTENING

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HEARING

What's the Difference?

WEBSTER'S DICTIONARY DEFINES HEARING AS,

"the act of perceiving sound." a few page turns later, listening is defined as, "to give attention to sound or attend closely for the purpose of hearing." listening unlike hearing, is a skill rather than simply a sense and can be improved through effort and practice.

Listening is one of the most important skills you can have. How well you listen has A major impact on your job effectiveness and on the quality of your relationships with other people.

We listen to obtain information

We listen to understand

We listen for enjoyment

We listen to learn

Listening is not the same as hearing!

Listening is a conscious activity based on three basic skills:

- Attitude
- Attention
- Adjustment

3 A's of Active Listening

Hearing

- Accidental
- Involuntary
- Effortless

Listening

- Focused
- Voluntary
- Intentional

HEARING IS A PASSIVE ACTIVITY WHEREAS LISTENING IS AN ACTIVE ONE.

INVOLUNTARY - VOLUNTARY

Research suggests that we only remember between 25 to 50 percent of what we hear.

Build trust and establish rapport.
Demonstrate concern.
Active Listening Skills
Ask specific questions.
Use brief verbal affirmations like:
Active listening techniques can help you truly understand what people are saying in conversations and meetings
I see.

PAYING ATTENTION

- Nodding
- Eye contact
- Leaning forward
- Providing feedback

Paraphrasing

- So you feel
- I wonder if
- It sounds like

As I understand it

It seems tome that. . .

If I'm hearing you correctly

DEFER JUDGEMENT

Interrupting is a waste of time. It frustrates the speaker and limits full understanding of the message.

Things to remember to make you an active listener.

- Listen at least as much as you talk
- Use your eyes and your ears
- We have two ears and one mouth, so we should listen more than we speak.
- Don’t multitask – FOCUS

DO NOT LISTEN WITH THE INTENT TO REPLY, BUT WITH THE INTENT TO UNDERSTAND.

Listen, listen , listen Linda
You not listening to me!

“BE A GOOD LISTENER. YOUR EARS WILL NEVER GET YOU IN TROUBLE.”

Society for Healthcare Volunteer Leaders

Breakout Session Evaluation