Are You Really Listening?

Keys to Successful Communication
“I got something I think you oughta know....

Communication breakdown,
Its always the same,
I’m having a nervous breakdown,
Drive me insane! ”

Led Zeppelin
Listening Statistics

• 50% of student’s awake hours spent listening

• We miss, ignore, forget or misunderstand 75% of what we hear

• Researchers have found we listen at 25% of our potential
Hearing - receiving sound waves
Vs.
Listening - interpreting sounds as a message
Poor Listeners

• Are impatient

• Eyes tend to wander

• Fidget

• Daydream
Our Minds

- In a five minute conversation we receive 650 words
- In five minutes, our minds have come up with roughly 5,000 words
The Importance of Listening

Universal complaint...

People just don’t listen

- Children — Parents
- Boss — Worker
- Teacher — Student
- Husband — Wife
- Patient — Doctor
What is Listening?

- Listening leads to the understanding
- Hearing with a Purpose

Steps to listening

- Hearing
  - To pay attention just enough to catch what speaker is saying

- Understanding-Comprehension
  - Putting what you have heard in own words

- Evaluation
  - Asking yourself if it makes sense
Listening = RESPECT

• When we don’t listen we disregard others
• Convey we are more important than one speaking
• Demonstrate self-absorption
Combating Non-Listening

• RECOGNIZE you do not listen as well as you could
• ADMIT tendency to focus on being heard over hearing others
• DETERMINE to be a better listener
• EXERCISE good listening skills
“Blocks” to Effective Listening?

We hear not what is important to the speaker, but what matters most to us.

- Individual differences
  - Personalities/Temperaments
  - Patterns of Communication
  - Religious/Political/Economic Viewpoints

- Conflicting “needs, desires, agendas”

- Lack of sufficient time
More Blocks to Effective Listening

- Projection/Reflection
- Intense Emotion
- Problem solving
- Competition
- Multiple Roles — Friend/Coworker, Spouse/Business Partner, etc.
TIPS

• Avoid Distractions—FOCUS
• Actively Engage—BE INVOLVED
• Be Thoughtful--EVALUATE
Questions for Thought

• Who bears most responsibility in communication – the speaker or listener?

• How can you listen well when time is limited?

• Is it o.k. to have an agenda?

• Have you ever been reluctant to talk with someone because you do not think they will hear you?