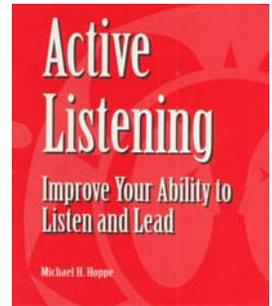


# Active Listening



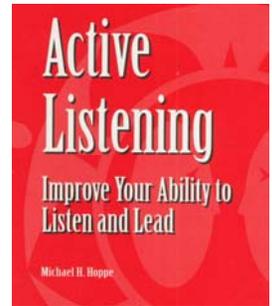
Almost all of us are born with the ability to “**Hear**”

We then develop our listening skills by interpreting what we hear and giving it a contextual meaning to those sounds

“*Listening*” is something we develop out of Practice

**It is a cognitive process that we can all do a better job in!**

# Listening versus Hearing

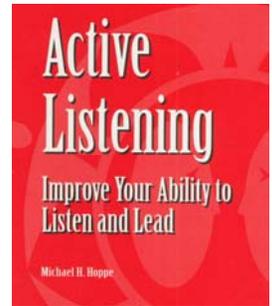


**Hearing** is the process of capturing the sound waves through the ears and sending this data to the brain

**Hearing** just means listening enough to catch what the speaker is saying (**ever heard your name in a conversation**)

**Interpreting**: Once this data reaches your brain, based upon past experiences and learning, the brain will interpret and understand the data to classify it as a noise, or a word.....or music.....etc

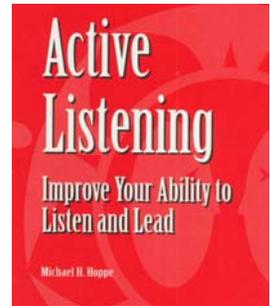
## “I need the **Rolls** Now”



The brain classifies the words but based on the Context it can have (3) three different meanings:

- 1) You are looking at your watch and waiting for your car:  
**(Rolls Royce)**
- 2) You are in a food joint and waiting for your order:  
**(Spring Rolls)**
- 3) You are at a “concert” speaking to the drummer:  
**(Drum Rolls)**

# Poor Listening



## Impact of Poor Listening

The impact of not listening well is far-reaching. Colleagues, direct reports, and others often describe poor listeners in these ways:

She's just really hard to talk to.

He only listens to certain people.

He's not really interested in what I have to say.

She's already made up her mind. Why does she bother to ask what we think?

He's critical of everyone. No one wants to speak up only to be shot down.

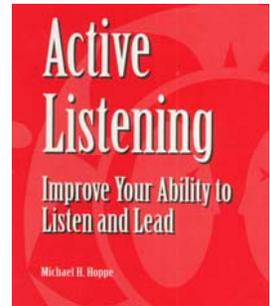
She's arrogant.

I can't get through a sentence without her interrupting.

He doesn't pay attention to what's going on under the surface.

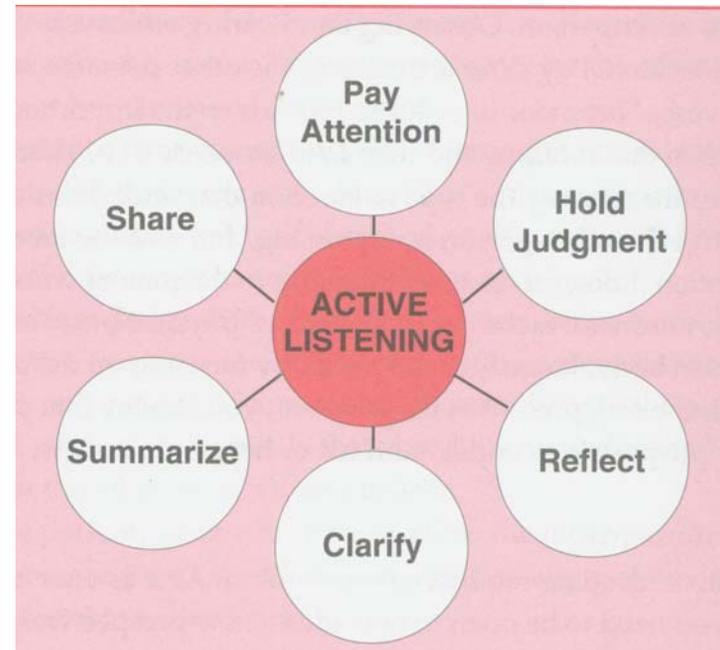
What are the Impacts you have seen to “**Poor Listening**” – any stories you want to share?

# How to “Listen” Actively

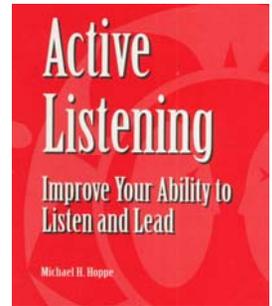


**Active Listening** involves 6 skills that are not mutually **exclusive** to each other or more **important** in ranking

*Allows full participation to find common ground, connect to others and open up to new possibilities*

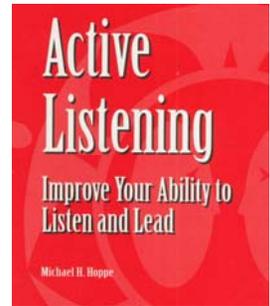


# Active Listening Tips



- 1) Watch body language and mark it along with the words used
- 2) Observe the tonality shifts, rate of speech and such auditory changes
- 3) Use questions to clarify (***“What I hear you saying is”...***)
- 4) Use receptive language to show you are listening
- 5) Shift places to give you a different perspective
- 6) Avoid going into the “advice mode” when someone is explaining a problem
- 7) Pick out keywords and phrases and use them to maintain your focus

# Listening “Reminders”



## Create Listening Reminders

Use images or your own shorthand to create active listening reminders for yourself. You may copy the active listening graphic on page 13 and keep it taped to your computer. Shrink the graphic and tuck it into your wallet or keep it with your notebook or PDA. Draw or find your own image of what active listening means to you. Or reverse the approach—find an image of what poor listening can do, and use that as your reminder. Some leaders just write *LISTEN* at the top of their notes at each meeting.

Remind yourself of specific behaviors. If you are working on a specific skill of active listening, give yourself a cue or reminder. Perhaps you are focused on not interrupting; you could keep a note or card handy that says “Don’t interrupt!” Or if you are honing your questioning skills, refer to a list of open-ended, clarifying, and probing questions that you’ve brought with you.

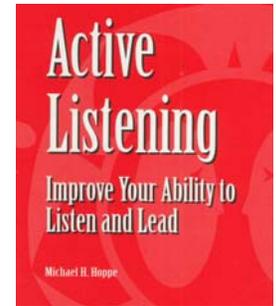
When you can plan ahead for a discussion or meeting, work out your active listening strategy ahead of time just as you would think through the content of the meeting. What is your goal, and how will active listening help you achieve that goal? Map out specific behaviors, questions, and ideas so you will have reminders in the midst of the meeting.

Does the list of 15 fit for you....which one’s do....?

What Listening Reminders do you use..?

Peter Senge’s “Ladder of Inference”

# Active Listening Highlights



## **Being Externally Focused:**

- Follow and understand as if you were walking their shoes
- Listen with your ears, but also with your eyes and other senses
- Absorb the tonality shifts, rhythm & language used, not just the words

## **Avoid Judgment:**

- Chose to listen, rather than judge
- Listen to the other person rather than form a counter argument
- Acknowledge the speaker verbally and non-verbally

***Above all Demonstrate Interest!***