

The Power of Listening

What is Listening?

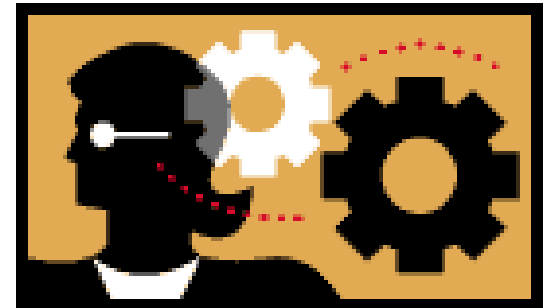


listening: the process of receiving, constructing meaning from, and responding to spoken and/or nonverbal messages; to hear something with thoughtful attention.

Effective communication is 2-way
depends on **speaking** and
listening

Listening vs. Hearing

- Hearing- physical process; natural; passive
- Listening- physical & mental process; active; learned process; a skill
- Listening is hard!

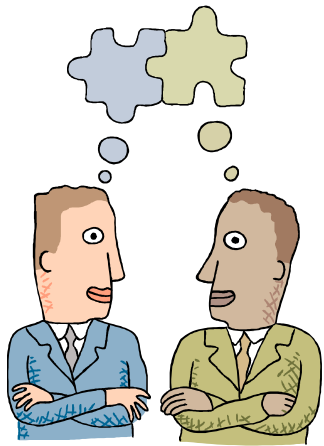


You must choose to participate in the process of listening

- *We were given two ears but only one mouth.*



- *This is because God knew that listening was twice as hard as talking*



Fast Facts



- We listen at 125-250 wpm, think at 1000-3000 wpm
- 75% of the time we are distracted, preoccupied or forgetful
- 20% of the time, we remember what we hear
- More than 35% of businesses think listening is a top skill for success
- Less than 2% of people have had formal education with listening

Percentage of Communication

<u>Mode of Communication</u>	<u>Formal Years of Training</u>	<u>Percentage of Time Used</u>
Writing	12 years	9%
Reading	6-8 years	16 %
Speaking	1-2 years	30%
Listening	0-few hours	45%

Why Be A Good Listener?

Needs of the Customer...

- To be **recognized and remembered**
- To feel **valued**
- To feel **appreciated**
- To feel **respected**
- To feel **understood**
- To feel **comfortable** about a want or need



Listening is the most powerful form of
acknowledgment

**...a way of saying, “You are
important.”**

Listening reduces stress and tension

**...minimizes confusion and
misunderstanding, eliminating
related stress and tension**

- Listening is CRITICAL in conflict resolution
-

...much conflict comes from the need to be heard. Successful resolution depends on being a non-anxious presence.



*The most basic of
all human needs
is the need to
understand and
be understood.
The best way to
understand
people is to listen
to them...*

When Are You Listening?

- Non-Verbal Encouragers
- Verbal Encouragers

Active Listening

- ... Allows you to make sure you hear the words and understand the meaning behind the words
- Goal: *go beyond listening to understanding*

Active Listening Requires...

- Definite Intent to Listen
- Focus on the Speaker
- Verbal and Non-Verbal Encouragers
- Feedback Loop to Insure Accuracy

Active Listening (4 Steps)

1. Listen
2. Question
3. Reflect-
Paraphrase
4. Agree

