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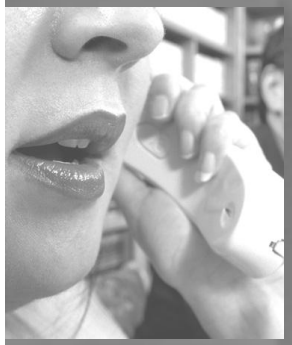

IMPROVING LISTENING SKILL

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WHY is there a new interest in listening training ??

Inefficient and ineffective listening is extraordinarily costly …

Simple listening mistakes result in letters having to be retyped, appointment rescheduled, shipment rerouted.

A sample fact; With more than 100 worker in America, a simple $10 mistake by each would total $10 billion wasted.

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Ineffective Listening Habits

1. Deciding in advance that the subject is uninteresting.
2. Focusing on the poor delivery of the speaker.
3. Becoming overexcited and anxious to make your own point.
4. Focusing only on facts.
5. A tendency to outline everything.

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Ineffective Listening Habits

6. Pretending to pay attention.
7. Allowing distractions to interfere.
8. Avoid difficult material.
9. Responding emotionally to certain words.
10. Daydreaming because of the difference between speech speed and thought speed.

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Effective Listening Habits

1. Accepting the challenge to get something worth out of every situation.
2. Focusing on what is being said rather than on how It is being delivered.
3. Waiting for the entire presentation before beginning evaluation or rebuttal.
4. Focusing exclusively on the main ideas.
5. Limiting their note-taking.

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Effective Listening Habits

6. Listening actively.
7. Avoiding distractions or controlling them.
8. Listening to challenging material.
9. Filtering out emotion.
10. Spending extra time on thought.

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Listening Process

1. **Receiving,-** *Physically hearing the message.*

2. **Interpreting,-** *Assigning meaning to sounds according to your own values, beliefs, ideas, expectations, roles, needs, and personal history.*

3. **Remembering,-** *Storing message for future reference.*

4. **Evaluating,-** *Applying critical thinking skills to weigh the speaker's remarks.*

5. **Responding,-** *Reacting once you've evaluated the speaker's message.*

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Types of Listening

Appreciative Listening – such as listening to one's favorite music.

Discriminative Listening – such as listening to the phone ring while working.

Comprehensive Listening – such as listening in the educational and business world.

Critical Listening – such as while we listen to an insurance salesperson describe the benefits of several different types of life insurance.

Empathic/Active Listening – such as while psychologist listening to their client's story.

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Listening Response Modes

- **DIRECTING** – *leads the speaker by guiding the limits and direction of the conversation.*
- **JUDGMENTAL** – *introduces personal value judgments into conversation and offering advise.*
- **PROBING** – *asks questions in an attempt to get to the heart of the matter.*
- **SMOOTHING** – *tends to put the speaker on the head and make light of his or her problems.*
- **EMPATHIC** – *tries to create encouraging atmosphere for the speaker to use in expressing and solving the problem. Also tend to provide the speaker with* neutral summaries *of what they have heard.*

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Listening Responses Example

- **DIRECTING**

  "Just get up a half an hour earlier and you'll have plenty of time to cope with anything unexpected."

- **JUDGMENTAL**

  "Being late so often really looks bad for you. You'd better find a way to get here on time."

- **PROBING**

  "Well, what happened this morning to make you late?"

- **SMOOTHING**

  "We're all late sometimes no matter how good our intentions."

- **EMPATHIC**

  " You should frustrated that you were late again this morning."

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BUILD YOUR SKILL

Now that you know that empathic or active listening is a worthwhile tool,- what habits or techniques do you need to develop to build your base skill?

LISTEN FOR TOTAL MEANING

Being receptive to both the message and the accompanying emotional content.

RESPOND TO FEELINGS

Remember that the emotional content often is far more important than the verbal message.

NOTE ALL CUES – *in order to get the total picture.*

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