



BUILDING RELATIONSHIPS THROUGH ACTIVE LISTENING

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ARE YOU GUILTY?



WHAT WE WILL COVER TODAY

- We will explore some facts about listening and its role in the communication process.
- We will learn about listening barriers and challenges we all face.
- We will gain knowledge on ways to become active and effective listeners in our professional and personal lives.

HEARING VS. LISTENING

Hearing is defined by Merriam-Webster as the “process, function or power of perceiving sound”.



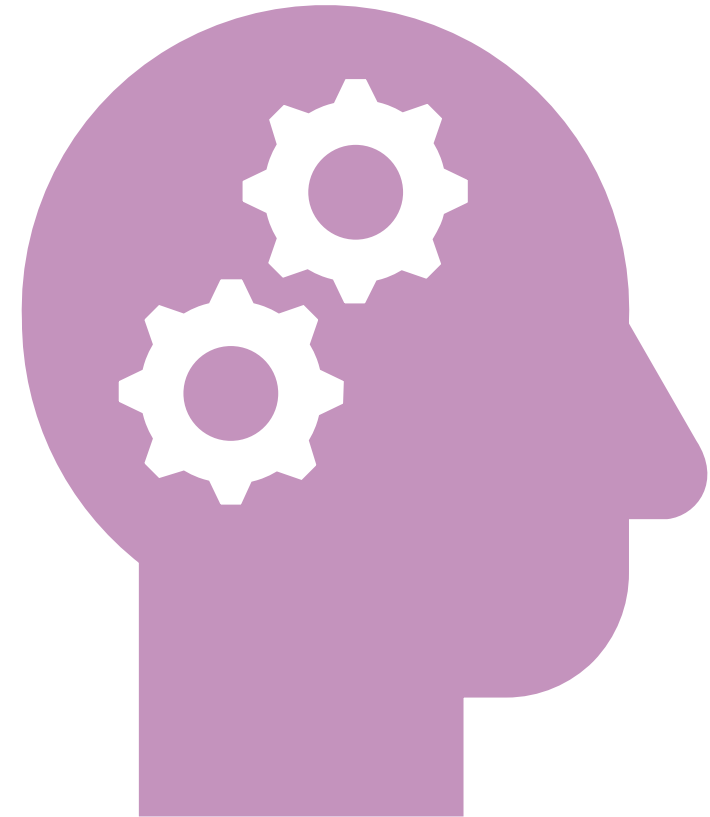
FACTS ABOUT LISTENING

A Harvard study points out that many of us spend 70 to 80 percent of our waking hours in some form of communication. Of that time, we spend about 9 percent writing, 16 percent reading, 30 percent speaking, and 45 percent listening.

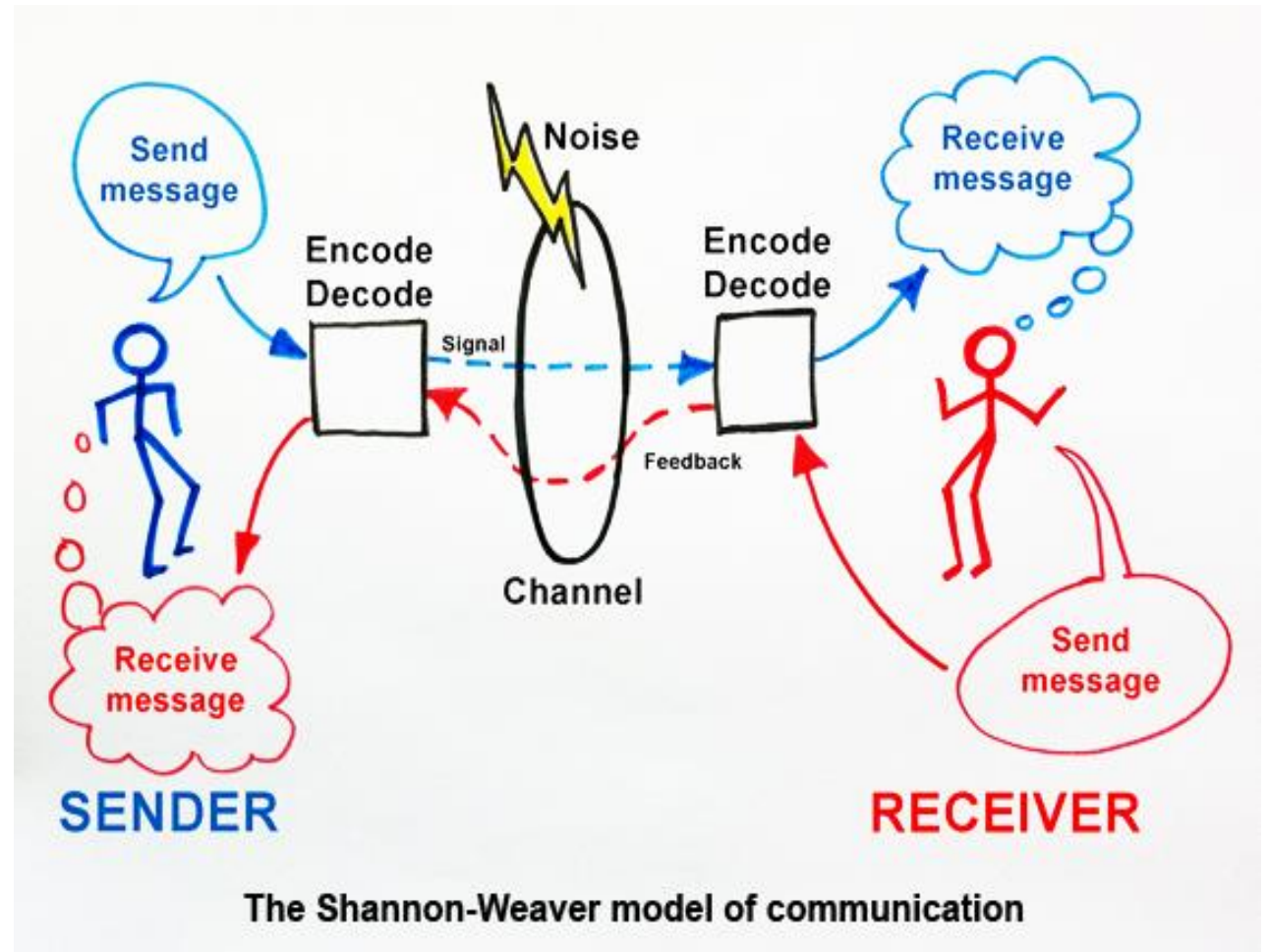


FACTS ABOUT LISTENING

- No two listeners process information the same way.
- People pay attention to information they see as important and that touches their experience or background.
- Less than 2 percent of people have had any formal education on how to listen.



HOW DOES
LISTENING WORK IN
THE COMMUNICATION
PROCESS



WHAT IS THE GOAL?

Goal of Communication = Shared Meaning

- If you are not listening to the person speaking you CAN NOT have shared meaning.
- When you don't have shared meaning you have miscommunications.
- Miscommunications cause conflict.

How do we solve this problem?



ACTIVE LISTENING

Active listening is a way of listening and responding to another person that improves shared meaning. It is focus and purposeful, with intention.



BUT WHY IS THIS
SO HARD FOR US?



LISTENING BARRIERS

We succumb to distractions.

We respond emotionally and defensively.

We turn out dry material.

We make assumptions.

We become script writers.

L.I.S.T.E.N



LAY THE GROUNDWORK

Intentionally create an environment that makes it easy to focus on what someone else is saying. Remove distractions (current and potential) by:

Turning off your cell phone, the television, or other electronic distractions.

Closing your office door or moving to a quiet area.

Taking a walk outside with the person.

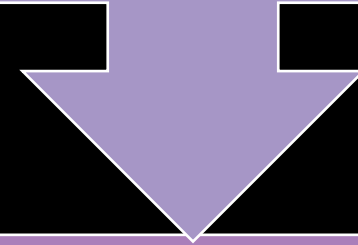
Moving closer so you can adequately hear them (just don't invade their personal space).

The whole idea is to minimize the possibility of interruption.



INVESTIGATE

Find out what the conversation is about upfront.



This allows your mind to concentrate on what the speaker is actually saying rather than be shocked and go off in a dozen tangents.

SCRIBBLE

While not always possible, take notes whenever you can.

The simple act of jotting down a few notes can help you remember important issues and keep you from forgetting something that you promised to do.

It also helps you stay focused on the speaker and on the message at hand.

This has the added benefit of covering yourself later if something goes wrong.



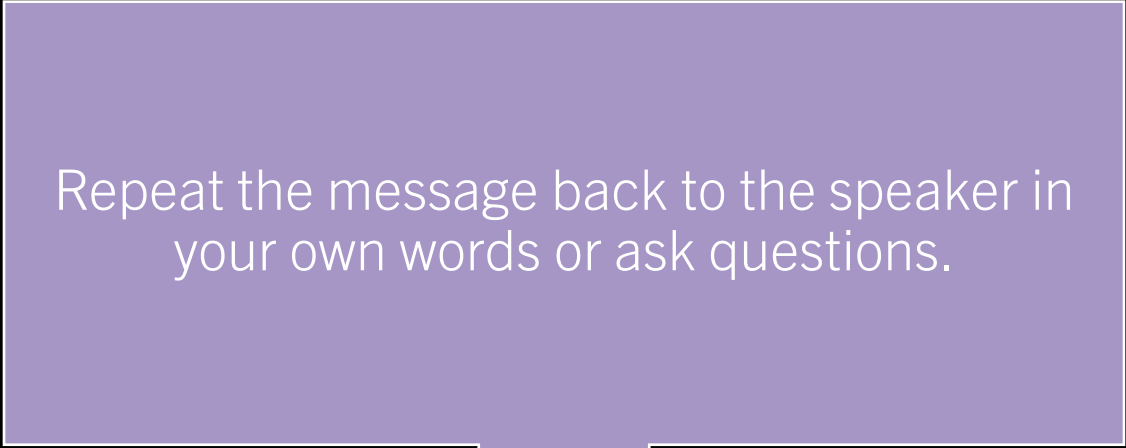
THINK

Think about the non-verbal message (yours and theirs).

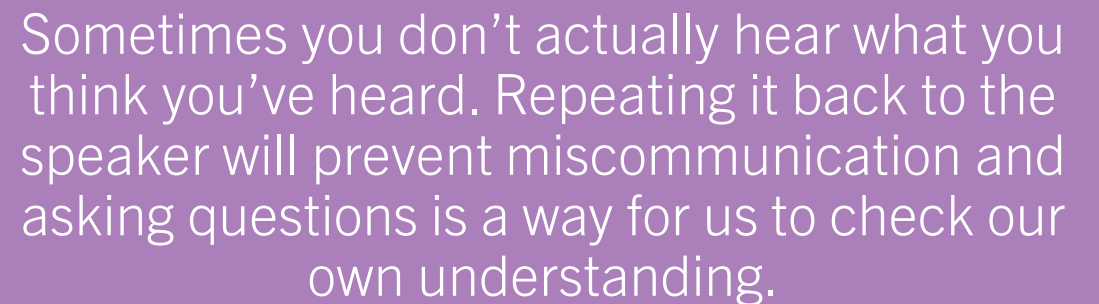
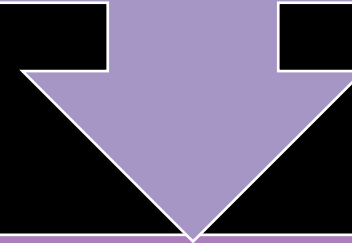
Nonverbal communication is the transfer of information through body language, facial expressions, gestures, created space and more.



**EXPRESS IT IN
OWN WORDS**



Repeat the message back to the speaker in your own words or ask questions.



Sometimes you don't actually hear what you think you've heard. Repeating it back to the speaker will prevent miscommunication and asking questions is a way for us to check our own understanding.



NO TALKING

After the speaker has finished, take a moment to consider what he or she has said before you respond.

Let them know what you're doing by saying, "I'd like to think about that for a moment." By doing this you communicate that you value the speaker and what she or he has to say.

LET'S TRY THIS
AGAIN



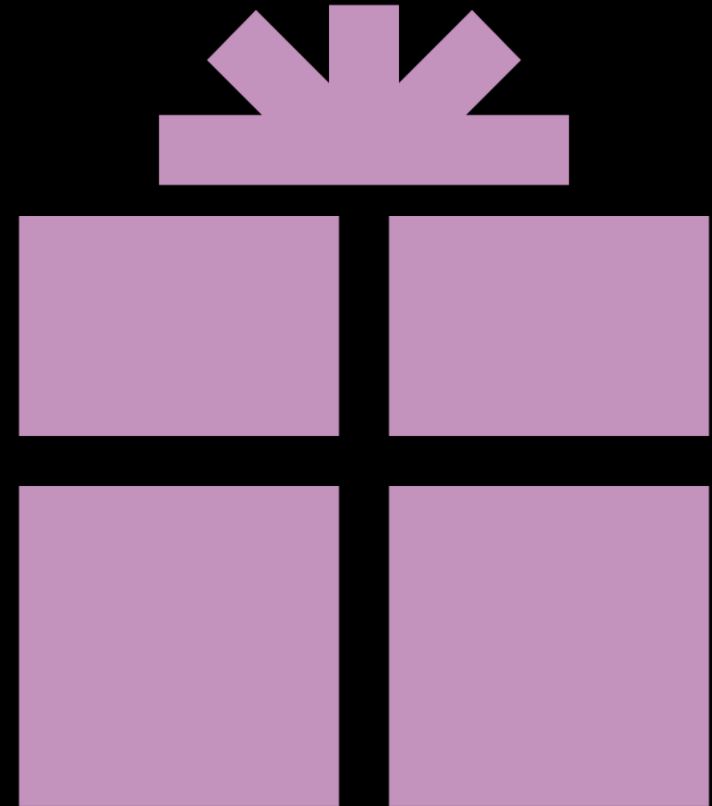
TO REVIEW

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- We gained knowledge on ways to become active and effective listeners in our professional and personal lives.

THE GREATEST GIFT YOU
CAN GIVE SOMEONE IS
THE PURITY OF YOUR
ATTENTION.

- RICHARD MOSS

Thank you for LISTENING.





Become a Member
Today

