

# Effective Listening Skills

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PREVIEW



## Course Objectives

**Upon completion of this course, you'll be able to:**

- Describe the importance of listening
- Identify barriers to listening well
- Implement the steps of active listening
- Uncover hidden messages
- Listen in emotional situations
- Increase information flow to enhance productivity and teamwork

# Effective Listening Skills

## Chapter One: The Importance of Listening

## Why Listen?



Think of a time you felt someone was really listening to you. What was the situation, and how did you feel?

Now, think of a time you were really listening to someone else. What was the situation, and how did you feel?

## Benefits of Listening

Why do we listen? We listen to learn, to understand, to connect and to enjoy. Listening provides many benefits. Among them, listening:

- Builds relationships
- Increases productivity
- Solves problems
- Improves our ability to influence, persuade or negotiate
- Enables us to avoid or minimize conflicts and misunderstandings



## Listening Self-Assessment

Read each statement and decide which number best reflects the frequency with which you demonstrate each listening skill. 1=Seldom, 2=Sometimes, 3=Frequently

1. I listen for feelings and attitudes, as well as for facts.	1	2	3
2. I listen for unspoken messages by reading body language and/or tone of voice.	1	2	3
3. I avoid being distracted, mentally and physically.	1	2	3
4. I avoid making snap judgments and jumping to conclusions.	1	2	3
5. I avoid thinking of my response while the other person is speaking.	1	2	3

## Listening Self-Assessment (cont.)

6. I focus on the content more than the delivery style.	1	2	3
7. I paraphrase to confirm understanding.	1	2	3
8. I avoid getting sucked into the other person's emotions.	1	2	3
9. I show the speaker I'm listening with appropriate words and responses.	1	2	3
10. I listen more than I talk.	1	2	3

Scoring: 25-30: Your listening skills are in excellent shape. 16-24: Your listening skills are not fully supporting you. 15 or below: Your listening skills have much room for improvement.

## Ineffective Listeners

An poor listener is easily distracted and tends to let his or her mind wander with slow speakers. A poor listener:

- Allows grammar mistakes or other errors to catch his or her attention
- Tunes out based on distracting delivery style
- Tends to tune out slow speakers and/or a dry topic
- Is easily distracted
- Interrupts
- Takes so many notes that he or she doesn't observe body language and misses out on the complete message
- Is overstimulated, tends to seek and enter into arguments
- Shows no evidence of listening
- Listens for facts alone



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