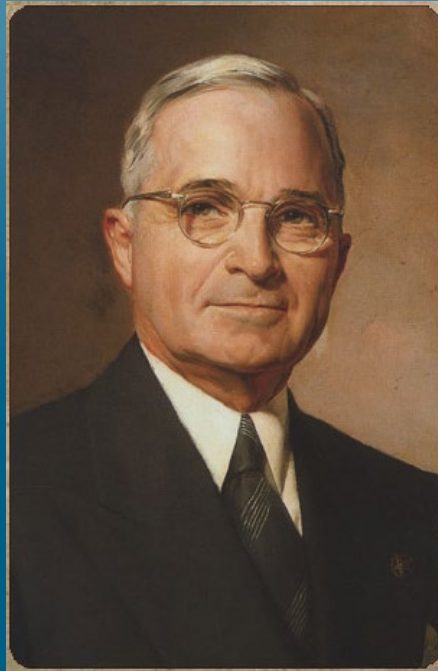


The Management Discipline of Listening



↻ **Listening to Others** ↻
Getting Others to Listen to You



“The only things worth learning are the things you learn after you know it all.”

-Harry Truman

Hearing

vs.

Listening



Listening

Is a
Learned Skill

Listening
Is an
Active,
Not a Passive Process



The Problem with Poor Listening Skills:



- Sends a message of non interest and disrespect
- Allows problems to be missed
- Can lead to false sense of security
- Increases stress, tension and anger by bottling up feelings
- Conveys a message of self centeredness

A vertical column of ten white-outlined squares of varying sizes is positioned on the left side of the slide. The squares are arranged in a roughly descending order of size from top to bottom, with some squares appearing in pairs or small groups.

The Benefits of Good Listening Skills:

- Sends a message of interest and respect
- Allows problems and cues to be uncovered
- Reduces/eliminates stress and anger
- Conveys a message of other-centeredness and confidence



Levels of Listening

Level 3: Listening in Spurts

Level 2: Hearing but not Listening

Level 1: Empathic, **Active** Listening



Elements of Level 3 Listening:

- Tune in and out
- More interested in talking than letting someone speak
- Easily distracted
- Speaker can usually tell they don't have your attention



Elements of Level 2 Listening:

- Appears you are listening
- Stays at the surface
- Hears but does not fully understand
- Speaker has a false sense you are understanding



Elements of Level 1 Listening:

- Refrain from judgment
- See things from speaker's point of view
- Be aware and present in the moment; focus
- Attention to total communication - (words, body language, feelings)
- Verbal and non-verbal signs sent back to speaker
- Hold your rebuttal
- Care about what is being said
- **Active** not passive

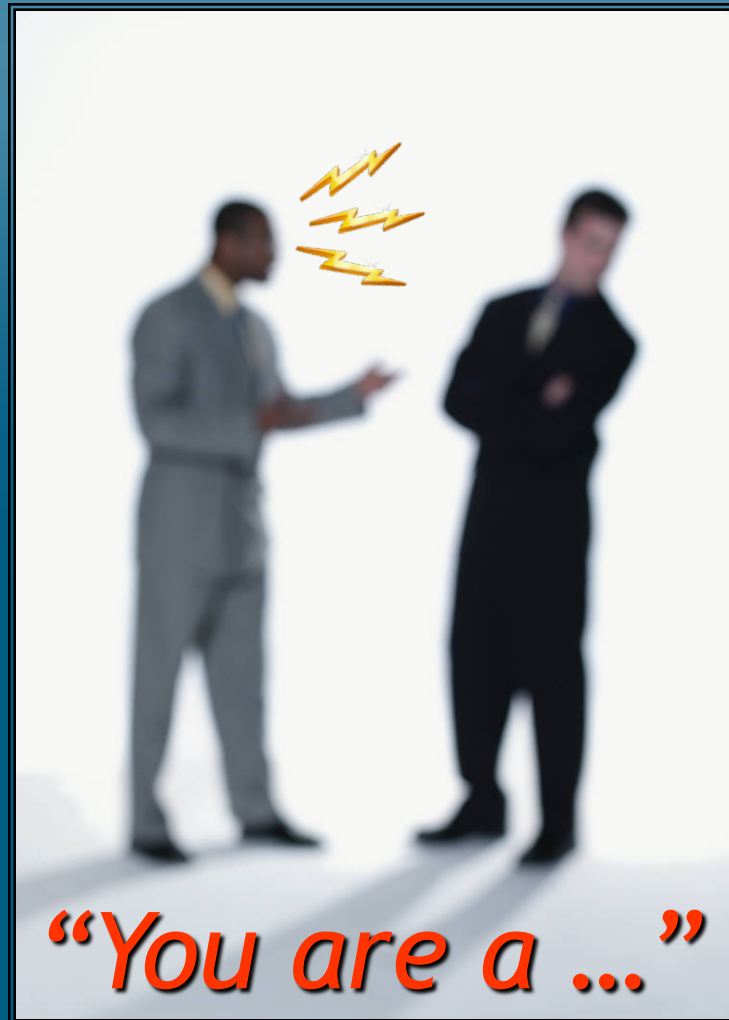
Active Listening

Restatement of the text using other words

“What I’m hearing you say is...”




No You Statements



Are you listening (really listening) to your employees?

- Get rid of distractions
- Focus
- Look for Non-Verbal Cues
- Control your reactions
- Ask open ended questions
- Validate and Verify



A vertical column of 12 white-outlined squares of varying sizes and positions on the left side of the slide. The squares are arranged in a way that suggests a list or a sequence, with some squares being larger than others and some being slightly offset from the main vertical line.

Empathy
vs
Sympathy



Problem Detection

Uncovering problems, issues
and negative feelings



Encountering Problems

Two Routes



Dodging

Detection



Avoid
Ignore
Justify

Focus
Dig up
More details
Spot light



Accurate Feedback



as part of the

Listening Process





Getting Others to Listen to You!

- Know what you want to say
- Know as much about the listener as possible
- Be aware of your non verbal behavior
- Secure understanding
- Aid retention
- Encourage feedback

The Management Discipline of Listening



Listening to Others
Getting Others to Listen to You