



LOOK AT ME WHEN I'M TALKING TO YOU!

Getting ahead by improving your listening skills

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

- Ralph Nichols



OUTCOMES

- Evaluate your own listening skills
- Identify the characteristics of a poor listener
- Learn behaviors that support listening
- Practice effective listening skills by asking pertinent questions



There is a difference between
listening and hearing, just as
there is a difference between
seeing and knowing.

Meg Cabot

LIKESUCCESS.com



LISTENING

“The learned process of receiving, interpreting, recalling, evaluating and responding to verbal and nonverbal messages.”

HEARING

“The faculty of perceiving sounds”



WHAT'S IN IT FOR ME?

Finding out what someone wants so that you can satisfy their needs.

Understanding someone's pov, attitude, feelings or concerns.

Receiving information to form an opinion or reach a decision.



WHAT'S IN IT FOR ME?

Maximizing your learning during training sessions.

Getting Feedback about your own performance so that you can correct problems.



THE NUMBERS

- 70% of our waking moments are spent in communication
 - Writing 9%
 - Reading 16%
 - Talking 30%
 - Listening 45%
- We only remember 20% to 50% of what we hear.
- Within 48 hours we only retain 25% of what we've heard.



THE NUMBERS

- People find it hard to concentrate fully for more than 15-20 minutes without a break
- We talk at about 150 words per minute, but listen at nearly 4x that rate and can think at rates up to 1,000 words per minute.



HOW GOOD ARE YOUR LISTENING SKILLS?



SCORING

Selection	Points
Not at All	1
Rarely	2
Sometimes	3
Often	4
Very Often	5



How Good Are Your Listening Skills?

How Did You Score?

Time to Share...
(anonymously of course!)



IRRITATING LISTENING HABITS

- Interrupting
- Not looking at speaker
- Rushing the speaker
- Showing interest in something other than the conversation



IRRITATING LISTENING HABITS

- Finishing the speaker's thoughts
- Not responding to the speaker's requests
- Topping the speaker's story
- Forgetting what was talked about previously



BARRIERS TO LISTENING

Filtering

Making
Assumptions

Giving
Unsolicited
Advice

Offering Hasty
Reassurance

Being
Judgmental or
Critical

Being Defensive
or Arguing

Failing to
Understand
Cultural
Differences



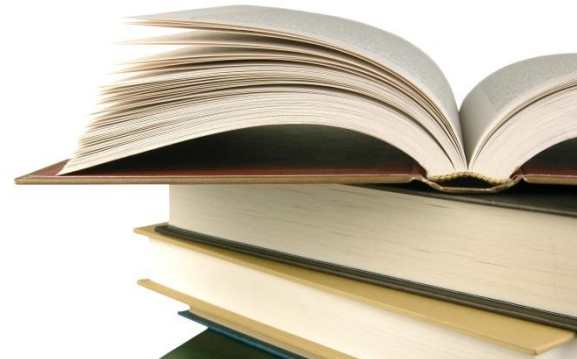
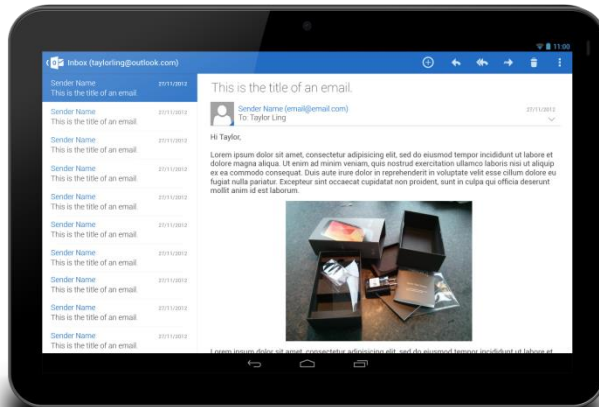
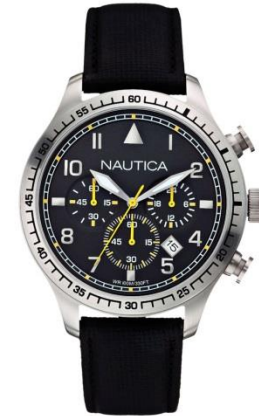
LET'S DISCUSS.....

What specific behaviors or actions have you been using to assure a speaker that you are paying rapt attention to them?



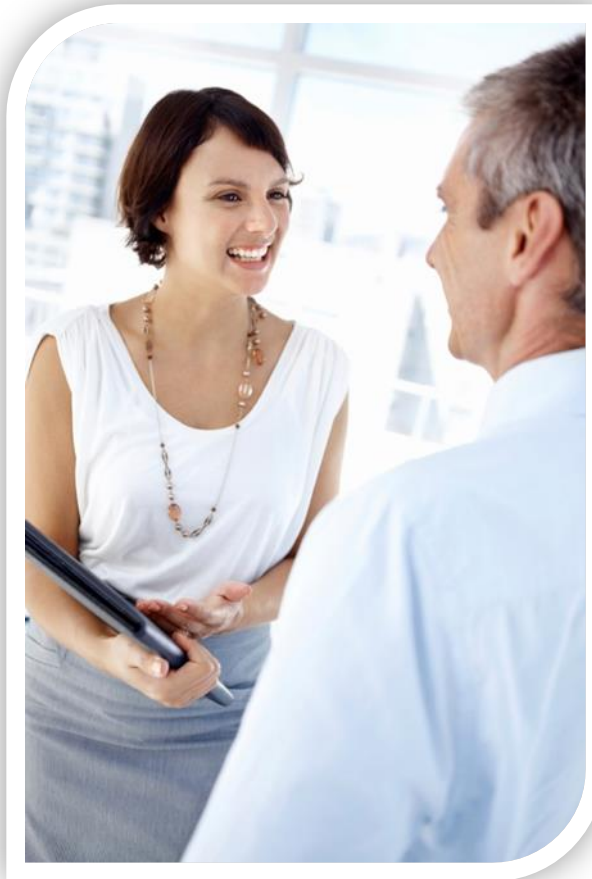
GOOD LISTENING SKILLS

Remove Distractions



GOOD LISTENING SKILLS

Eye Contact



GOOD LISTENING SKILLS

Positive Body Language



GOOD LISTENING SKILLS

Vocal Affirmations

YES!

YEAH

Mmm-hmm

I SEE

UH-HUH



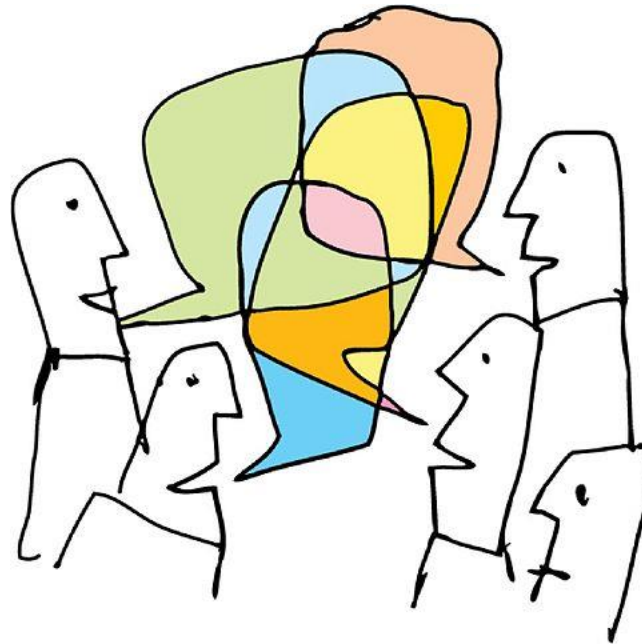
GOOD LISTENING SKILLS

Avoid Talking



GOOD LISTENING SKILLS

Don't Interrupt



GOOD LISTENING SKILLS

Don't formulate a response before the person has finished speaking.



GOOD LISTENING SKILLS

Paraphrasing



GOOD LISTENING SKILLS

Embrace Pauses

Pause ...



BEST LISTENING SKILL

Asking a question is the best way to indicate that you are truly listening



WHY USE QUESTIONS?

- They may force you to actually listen!
- Speaker will perceive you as being *empathetic*.
 - “demonstrating an active concern for people and their needs”
- Has the power to show that you are able to be *consensual*.
 - “Valuing the ideas and opinions of others and collecting their input as part of your decision-making process.”



QUESTIONS

Ask questions that are:

- ❖ Open-ended
- ❖ Begin with the word “What”
- ❖ Vertical



OPEN-ENDED QUESTIONS



OPEN-ENDED QUESTIONS

Use open-ended questions when:

You want to know what someone is thinking and feeling

You want to show someone that you value their ideas and you value them

You want someone to know you are interested in what they have to say



LET'S PRACTICE!

Closed to Open

Do you get along well with your boss?



Do you enjoy your car?



Do you like the rain?



Are you happy?



“WHAT” QUESTIONS

Kiss of Death



Why? Questions



“WHAT” QUESTIONS

Why to What

Why did you do that?



Why did you make that decision?



Why did you say yes?



VERTICAL QUESTIONS



LET'S DISCUSS

Ask your partner to tell you about the town they grew up in as a kid. Do your best to ask as many vertical questions as you can about the topic before allowing the conversation to move to a conclusion.



GOOD LISTENERS ARE LIKE TRAMPOLINES



HOMEWORK!

Observe a conversation between two people who are doing more than exchanging small talk. What do you notice?



