



idX™ - Improving Your Listening Skills

Prepared exclusively for:

Payton Jones

Saturday, March 20, 2010

This Participant Workbook provided by:

Transpective Diagnostic Tools

Bob Elliott

136 Piscassic Road

Newfields, NH 03856

603-772-6310

belliott@transpective.com

www.transpective.com





Session Goal and Process

When we're listened to

- Our feelings and needs are taken into account.
- We're more relaxed and open.
- We feel we can achieve our objectives.

Our goal is to build your listening skills to help you get these kinds of results when you communicate with others.



The **Personal Listening Learning Model** will inform each step of today's process. We will

- **Explore** the role that listening plays in communication.
- **Learn** about the five approaches to listening.
- **Discover** our own listening approaches, including our strengths and challenges.
- **Practice** recognizing and using effective approaches for different listening situations.
- **Create** action plans to help apply our new listening skills.

My personal goals for this session:



Interview

Interview someone near you and discover this person's name and position, as well as what frustrates him or her most about listening to others and how others listen. Use the space below to take notes.

Name: _____

Position/Job: _____



What frustrates your partner most about listening to others?

What frustrates your partner most about how others listen to him or her?



Introduction to the Importance of Listening

MODULE GOALS:

- Discover how good listening skills are essential to effective communication.

Listening Situations

I played the role of :

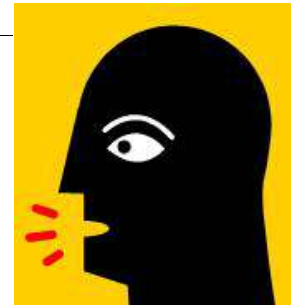
Person A

Person B

How did it feel to be the LISTENER?



How did it feel to be the SPEAKER?



Personal Listening Experiences

Write about a time when someone listened to you and it was a very meaningful or powerful experience.

- What made that experience so great?



Write about a time when you needed someone to listen to you, but he or she did not.

- What did the other person do or say that conveyed he or she wasn't listening?
- How did it make you feel?

Partner's experiences and insights:



Importance of Listening

What the experts have to say*

- 85 percent of what we know, we learn from listening. (Shorpe)
- 45 percent of our time is spent listening, yet it is the most underdeveloped skill of most people. (Robinson)
- The average person can recall about 50 percent of what was just heard, but only 20 percent of it is remembered long term. (Robinson; Shorpe)
- More than 35 business studies rank listening as the number-one skill sought for entry-level positions and promotional considerations; with experience and GPA ranking 12 and 16 respectively. (AICPA; Goby & Lewis)



**As cited on the International Listening Association website, www.listen.org.*



Cost of Communication Mistakes

Fill in the blanks from the discussion:

A communication error causes you to have to redo a task that takes _____ minutes.

At an average hourly rate of \$ _____ per hour, your mistake costs you \$ _____ in terms of your time.

Number of mistakes per week: _____....

...will cost you \$ _____ a week, \$ _____ a year.

Number of company employees _____ ...

...will cost the company \$ _____ in total annual income loss a year due to communication mistakes.



Understanding What Influences Our Ability to Listen

MODULE GOALS:

- Discover the different filters people use when listening.
- Discover other factors that have an impact on effective listening.

Café

Take notes on what you hear in the café.



Selective Attention

Selective Attention is

- A necessary function because we can't listen to and process every sound we hear.
- Deciding **where to focus** when we are confronted with many messages.
- Choices we make based on information we **need** or **preferences** we have.



What influences you to keep listening or change your attention to something else?



When can this filter become problematic?

- **Biases such as opinions** and **judgments** can cause us to exercise selective attention in ways that jeopardize the flow of communication.

What happens when we let biases take over our selective-attention filter?

Paper Activity

Instructions:

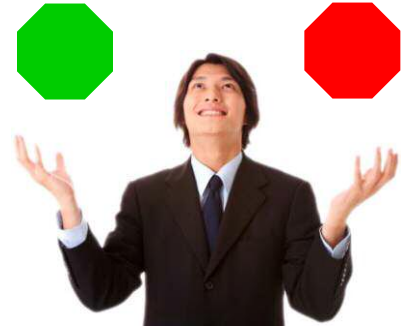
- Do not open your eyes once the activity begins until told to do so.
- Fold and tear the piece of paper according to the verbal instructions given by the trainer.
- You may not ask any questions.



Selective Interpretation

Selective interpretation can

- Help put meaning to what we hear.
- Develop out of past experiences and knowledge.
- Cause us to assume we know what the speaker is trying to communicate.



What happens when we assume incorrectly?



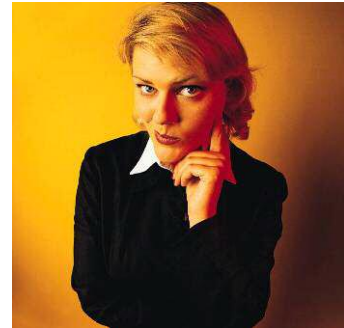
What would have helped you with your interpretation of the instructions in the paper activity?



Selective Retention

Selective retention can

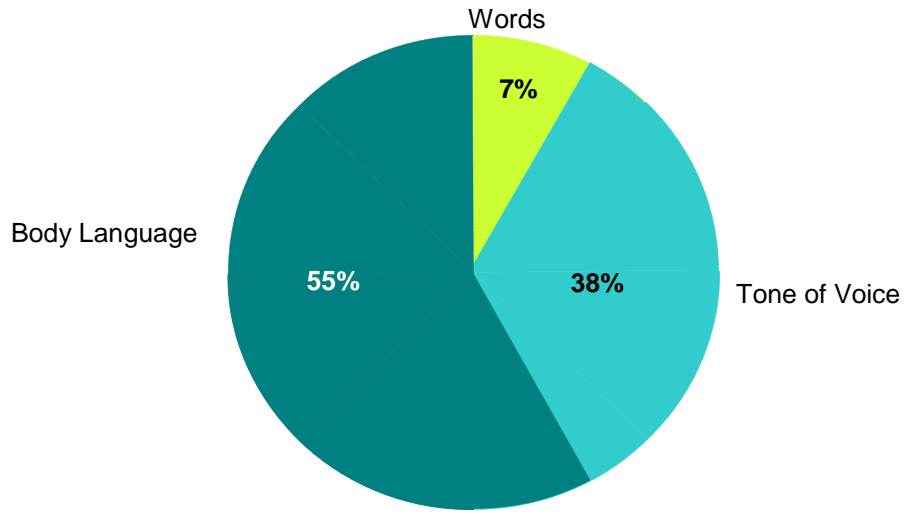
- Make decisions about what is relevant or necessary to retain.
- Be critical because we receive more information than we can store.
- Lead to jumping to mistaken assumptions about what is relevant and valuable.



How can we prevent the listening filters of selective attention, selective interpretation, and selective retention from disrupting your communication efforts?

Sources of Communication

Verbal and Non-Verbal Communication:



1981, International Listening Association, www.listen.org

Make a list of as many examples of non-verbal communication as you can and how you would interpret those actions or qualities.

Non-Verbal Communication Examples	How they are interpreted

How does understanding non-verbal communication affect us as listeners?



Introduction to the Five Listening Approaches

MODULE GOALS:

- Discover the five different Listening Approaches used in communication.
- Recognize what focus and purpose characterize each Listening Approach.

Listening Focus and Mode

Complete the table with the names of the Approaches you learn from the video.

		Listening Mode		
		RECEIVING	UNDERSTANDING	JUDGING
Listening Focus	INFORMATION			
	FEELING			

Discerning Approach

Characteristics:

People with a preference to discern while listening want to make sure they get all the information. They frequently take notes on what a speaker says so that they will not forget it. Discerning Listeners focus closely on any presentation or conversation.

In addition to the message, Discerning Listeners usually remember the speaker's appearance, behavior, and voice. Discerning Listeners find distractions very annoying and will do their best to eliminate them. They will likely tune out if there are too many distractions at any time while listening.



Focus		Mode		
<input type="checkbox"/> Feelings	<input type="checkbox"/> Information	<input type="checkbox"/> Receiving	<input type="checkbox"/> Understanding	<input type="checkbox"/> Judging

Notes on Discerning Listening characteristics:

Think about a situation when you used this Listening Approach or saw it being used.

How was the Discerning Listening Approach modeled?

Comprehensive Approach

Characteristics:

People with a preference to comprehend while listening relate what they hear to what they already know by organizing and summarizing. They are good at recognizing key points and links between one message and another, even when a speaker is disorganized.

Comprehensive Listeners listen for how a speaker develops the arguments, so that they understand the rationale of the argument. They may ask questions to clarify a speaker's intention and relate what they hear to their own experience in order to better understand the message. Comprehensive Listeners can generally figure out what people intend to say, even if the speaker is not explicit. They can also recognize when someone is saying one thing and meaning something else. Comprehensive Listeners can tell when an individual does not understand what has been said, and they will be able to re-explain it more clearly.



Focus		Mode		
<input type="checkbox"/> Feelings	<input type="checkbox"/> Information	<input type="checkbox"/> Receiving	<input type="checkbox"/> Understanding	<input type="checkbox"/> Judging

Notes on Comprehensive Listening characteristics:

Think about a situation when you used this Listening Approach or saw it being used.

How was the Comprehensive Listening Approach modeled?

Evaluative Approach

Characteristics:

People with a preference to evaluate while listening tend to look for the facts that support a speaker's comments. They do not accept something as true just because an expert says it. Evaluative Listeners listen for how a speaker develops the argument in order to critique the message.

Evaluative Listeners try to figure out the speaker's intention before responding to the message and may mentally "argue" with the speaker. They will listen until they know what the speaker is saying, and then they will reply. If Evaluative Listeners do not like what a speaker is saying, they quit listening. Evaluative Listeners also tend to be skeptical of a speaker who is overly enthusiastic about something. They think about how they would present the speaker's message differently.



Focus		Mode		
<input type="checkbox"/> Feelings	<input type="checkbox"/> Information	<input type="checkbox"/> Receiving	<input type="checkbox"/> Understanding	<input type="checkbox"/> Judging

Notes on Evaluative Listening characteristics:

Think about a situation when you used this Listening Approach or saw it being used.

How was the Evaluative Listening Approach modeled?

Appreciative Approach

Characteristics:

People with a preference to appreciate while listening want to enjoy the listening experience. Since these listeners like to be entertained, they are more likely to pay attention to others if they enjoy their presentation.

Appreciative Listeners listen for inspiration and prefer listening to speakers who make them feel good about themselves, which helps them relax. Appreciate Listeners are also more likely to listen if the speaker is enjoying his or her performance. Appreciative Listeners care more about the overall impression of the speaker than the details being presented.



Focus		Mode		
<input type="checkbox"/> Feelings	<input type="checkbox"/> Information	<input type="checkbox"/> Receiving	<input type="checkbox"/> Understanding	<input type="checkbox"/> Judging

Notes on Appreciative Listening characteristics:

Think about a situation when you used this Listening Approach or saw it being used.

How was the Appreciative Listening Approach modeled?

Empathic Approach

Characteristics:

People with a preference to empathize while listening want to provide the speaker with a sounding board to offer support and reflection. Since Empathic Listeners are patient, they tend to listen to the feelings and emotions that are revealed. They find it easy to relate to a speaker's feelings and may recognize what a speaker wants even before the speaker sees it clearly.



Empathic Listeners reflect what they hear others saying and let others know that they care about what has been said. As a result, Empathic Listeners are often approached by people who want to "let off steam." If asked for advice, however, Empathic Listeners will encourage others to decide for themselves.

Focus		Mode		
<input type="checkbox"/> Feelings	<input type="checkbox"/> Information	<input type="checkbox"/> Receiving	<input type="checkbox"/> Understanding	<input type="checkbox"/> Judging

Notes on Empathic Listening characteristics:

Think about a situation when you used this Listening Approach or saw it being used.

How was the Empathic Listening Approach modeled?



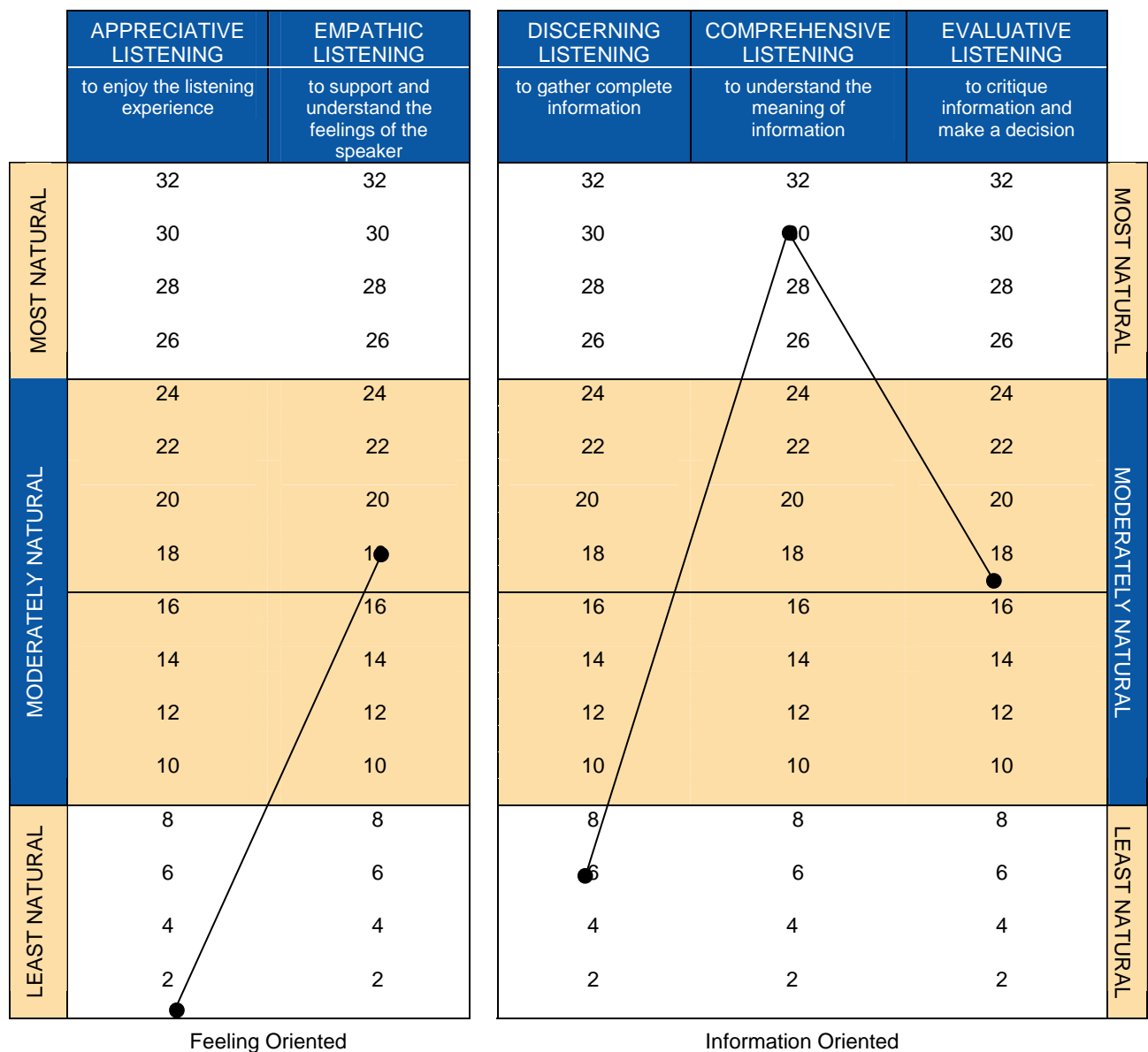
Understanding Your Natural Listening Approach

MODULE GOAL:

- Discover your most natural Listening Approaches.

Listening Approaches Graph

Your Listening Approaches Graph shows how you scored in all five Listening Approaches. The height of your score indicates how naturally you listen using that particular approach. Those approaches that are most natural for you are those that you use automatically and without much conscious effort. Approaches that are least natural for you are those that you are likely able to use, but require more deliberate effort on your part.



Your Listening Style

Each of the Listening Approaches has different characteristics. In addition, our patterns of listening tendencies tell us something about our strengths and growth areas as communicators.

Read the information below about your listening style. Personalize your feedback by putting a ✓ next to things that are like you, an X next to items that are not like you, and a ? next to things you aren't sure about.



Payton, your most natural listening approach is **Comprehensive**. Furthermore, your responses suggest that this single approach is significantly more natural to you than any other approach. This indicates that as a listener your primary focus is on finding the underlying meaning within a message and organizing the ideas that are presented to you.

People with your listening approach naturally work to organize and make sense of the information that is presented to them. You are usually most attentive to “the big picture.” You may naturally seek to develop a framework within which you can organize details and less important ideas. You often listen most intensely at the beginning of an interaction. Once you comprehend a key idea, you are likely to relax, process the information, and expand even further upon it.

Ultimately, you probably want to make sense of the information and understand the underlying message, even if it is not stated directly. That is, you may look for “the message behind the message.” You probably want to understand the core relationships among ideas so that you can dive into those ideas and draw even deeper conclusions. You tend to think conceptually about the information you are receiving, and you can easily elaborate on the main ideas.

Comprehensive listening involves a mental process that is very active. Not only do you need to attend to incoming information, but also to information that is stored in long-term memory. As someone with this listening approach, you may seek to relate a new message to information, experiences, and observations from your past. You also may find yourself summarizing a message and putting it in your own words. You probably can often see information from several different angles. In addition, you may easily recognize when a person says one thing and means another. Further, you can frequently tell when someone doesn't understand what has been said, and you may even be able to re-explain the message more clearly than the original speaker.



Exploring Your Strengths and Challenges as a Listener

MODULE GOALS:

- Explore how your listening strengths contribute to your success in communication.
- Explore how the listening skills that challenge you impede your success in communication.

Listening Strengths

All of the Listening Approaches have unique strengths. By recognizing and building upon these strengths, you can improve the effectiveness of your communication with others.

Read the information below about your listening strengths. Personalize your feedback by putting a ✓ next to things that are like you, an X next to items that are not like you, and a ? next to things you aren't sure about. Put a star by the top three listening strengths that you bring to the table.



As mentioned earlier, one of the major strengths of your listening style is your instinct to understand the core of the information being communicated. As a consequence, you pick up on more than just the details and facts that are communicated. Most likely, you are able to identify the unspoken, deeper message that gives meaning to the surface message. With this deeper understanding usually comes the ability to elaborate on the ideas presented and recognize their implications. This type of elaborate processing is routinely associated with better, long-lasting memory.

Because of your listening style, you probably listen with the purpose of developing a framework within which to understand and organize the ideas presented. Consequently, you are able to integrate future information into this framework and understand it more thoroughly. In addition, because you are probably inclined to relate new material to your own experience, you may be adept at recognizing practical applications for that information.

How do these listening strengths help me communicate better?

Listening Challenges

Just as no person is perfect, no style of listening is flawless. Acknowledging your listening challenges is vital to improving your communication with others.

Read the information below about your listening challenges. Personalize your feedback by putting a ✓ next to things that are like you, an X next to items that are not like you, and a ? next to things you aren't sure about. Circle the top three listening challenges you've experienced.



Your previous responses indicate that Discerning is one of your least natural approaches to listening. This may have some important consequences regarding the quality of information that you take away from a conversation or presentation. You may collect information that is either inaccurate or incomplete, or both. People who do not discern while listening often have records of an interaction that are too fragmented or disorganized to be useful. Further, you may be inclined to jump to conclusions before you have gathered all of the relevant information contained in a message. In addition, speakers may, on occasion, feel that you are not paying enough attention to their messages, particularly if those speakers are discerning listeners themselves.


Appreciative is also among your least natural approaches to listening. This approach to listening reflects a person's inclination to find enjoyment or humor in a conversation. And although almost everyone likes to be entertained, some regard it as more important in an interaction than others. Because you may not feel that this is as necessary in conversation as some others, miscommunications may arise. Others may feel that you disapprove of taking a break to relax or may feel that you are too task-oriented at times. Those who are highly inclined to entertain during an interaction may feel slighted or ignored in their efforts. That is, they may feel that their humor or stories have gone unaccepted or unvalued and, on occasion, may misinterpret your behavior as distant or disengaged.


How do these challenges hold me back from communicating effectively, and what could I do differently?


Strengths and Challenges


Take notes on the strengths and challenges of each Listening Approach

<p>High-scoring</p> <p>The strengths:</p> <p>Benefit to communication:</p>	<p>Appreciative</p> 	<p>Low-scoring</p> <p>The challenges:</p> <p>Improvement ideas:</p>
--	--	---

<p>High-scoring</p> <p>The strengths:</p> <p>Benefit to communication:</p>	<p>Empathic</p> 	<p>Low-scoring</p> <p>The challenges:</p> <p>Improvement ideas:</p>
--	--	---

<p>High-scoring</p> <p>The strengths:</p> <p>Benefit to communication:</p>	<p>Discerning</p> 	<p>Low-scoring</p> <p>The challenges:</p> <p>Improvement ideas:</p>
--	---	---

<p>High-scoring</p> <p>The strengths:</p> <p>Benefit to communication:</p>	<p>Comprehensive</p> 	<p>Low-scoring</p> <p>The challenges:</p> <p>Improvement ideas:</p>
--	---	---

<p>High-scoring</p> <p>The strengths:</p> <p>Benefit to communication:</p>	<p>Evaluative</p> 	<p>Low-scoring</p>
--	--	---------------------------



Recognizing Which Situations Require Different Listening Approaches

MODULE GOALS:

- Discover that effective communication requires the ability to adjust your Listening Approach.
- Recognize which Listening Approaches are appropriate when communicating in a variety of situations.
- Explore what happens when an inappropriate Listening Approach is used.

Positive Outcomes

Think about a situation where you used your most natural Listening Approach, resulting in a positive outcome.

What did the other person say that prompted you to use your most natural approach?



How did this person's reaction help you see that you were using an appropriate Listening Approach?

Group Discussion

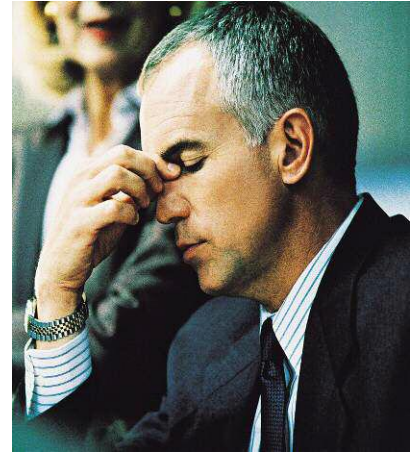
How did your Listening Approach contribute to a successful outcome?



Negative Outcomes

Think about a situation where you used your most natural Listening Approach, but the outcome was unsatisfactory.

What caused you to use your most natural Listening Approach?



What did the person do to make you realize your approach was not appropriate?

Group Discussion

What approach would have been more appropriate and why?








Listener Motivations

Listening Approach

Listener Motivations

Appreciative	<input type="checkbox"/> Evaluate	<input type="checkbox"/> Learn	<input type="checkbox"/> Support	<input type="checkbox"/> Enjoy
Discerning	<input type="checkbox"/> Evaluate	<input type="checkbox"/> Learn	<input type="checkbox"/> Support	<input type="checkbox"/> Enjoy
Empathic	<input type="checkbox"/> Evaluate	<input type="checkbox"/> Learn	<input type="checkbox"/> Support	<input type="checkbox"/> Enjoy
Comprehensive	<input type="checkbox"/> Evaluate	<input type="checkbox"/> Learn	<input type="checkbox"/> Support	<input type="checkbox"/> Enjoy
Evaluative	<input type="checkbox"/> Evaluate	<input type="checkbox"/> Learn	<input type="checkbox"/> Support	<input type="checkbox"/> Enjoy

		Listening Mode		
		RECEIVING	UNDERSTANDING	JUDGING
Listening Focus	INFORMATION	 Discerning	 Comprehensive	 Evaluative
	FEELING	 Appreciative	 Empathic	



Appropriate Situations


Approach	Environment	Motivation	Notes
Appreciative	Enjoyment of a concert, conversation, or pleasurable event ▪ ▪ ▪	To Enjoy <ul style="list-style-type: none"> ▪ Be entertained ▪ Be inspired ▪ Find humor in the situation ▪ Connect with another on a casual, friendly level 	
Empathic	Counseling a friend, providing an opportunity for someone to “let off steam” or express feelings ▪ ▪ ▪	To Support <ul style="list-style-type: none"> ▪ Listen to others as they express thoughts and feelings ▪ Accept messages without judging ▪ Learn from others’ experiences 	
Discerning	Learning, gathering information ▪ ▪ ▪	To Learn <ul style="list-style-type: none"> ▪ Know what is important to retain ▪ Sort out the details ▪ Make sure nothing is missed 	
Comprehensive	Taking direction from someone, determining what to do ▪ ▪ ▪	To Learn <ul style="list-style-type: none"> ▪ Understand main and supporting ideas ▪ Understand the relationships among ideas ▪ Relate the message to personal experience ▪ Determine the rationale of the argument 	
Evaluative	Making a decision, voting, drawing conclusions ▪ ▪ ▪	To Evaluate <ul style="list-style-type: none"> ▪ Accept or reject the message ▪ Relate what is heard to their personal beliefs ▪ Question the speaker’s motives ▪ Support the message with facts 	

Speaker Motivations


Persuade
 Try to convince the listener about an idea or course of action.




Inform
 Convey information or ideas.



Self-Express
 Share personal feelings, values, and experiences.



Entertain
 Bring enjoyment to others.



Listen to each audio segment to determine the speaker's motivation and the appropriate Listening Approach.

Audio Segment	Speaker's Motivation	Appropriate Listening Approach
1		
2		
3		
4		



Understanding Communication Gaps

MODULE GOALS:

- Discover how your preferred approach to listening can lead to gaps in communication.
- Recognize which speaker motivations give you the most difficulty.
- Explore ways to minimize miscommunication.

Communication Gap Analysis

Read the information below about how you tend to listen when communicating with different types of speakers. Personalize your feedback by putting a ✓ next to things that are like you, an X next to items that are not like you, and a ? next to things you aren't sure about.



Your Approach to Speakers Whose Motivation is to Persuade

People with a motivation to persuade want to influence your opinions or actions in some way. Therefore, your moderately high preference for Evaluative Listening may be a strength because you usually keep the discussion grounded in logic. You tend to analyze information and seek the facts. These people may be surprised if you do not join in their conviction or passion. However, your approach will ensure that faulty reasoning doesn't lead you astray, and it may help others realize that facts are often as important as intuition.

Your Approach to Speakers Whose Motivation is to Inform

Those with a motivation to inform want to pass along details, facts, and ideas. Therefore, your high preference for Comprehensive Listening can be a strength, but your low preference for Discerning Listening can be a challenge. This is because you may focus on the big-picture implications of the message but ignore key specifics. People who want to inform you may be frustrated when you don't remember the details. In such cases, it may be helpful to hold off on your strong tendency to draw implications long enough to capture the concrete information presented.

Your Approach to Speakers Whose Motivation is to Self-Express

People with a motivation to self-express want to share their feelings or reveal their thoughts. Therefore, your moderately high preference for Empathic Listening may be a strength because you are unlikely to lose patience or be cold to people who want to vent or speak their mind. You may not always share others' belief that the emotion beneath the message is most important. This could be beneficial, however, because you may bring a nice blend of empathy and logic into emotional situations.

Your Approach to Speakers Whose Motivation is to Entertain

Individuals with a motivation to entertain want to build relationships through humor or enthusiasm. Therefore, your low preference for Appreciative Listening may be a challenge because you usually view enjoyment as a less-relevant element in a message. You probably focus more on what people are saying than on humor or enthusiasm. This preference may fluster these people, and they may feel slighted if you do not respond well to their lighthearted energy. It may be helpful to remember that the spirit of the message is sometimes more important than its content.



Closing the Gaps

My most challenging speaker motivation when listening: _____

What makes this speaker motivation challenging for you?

What effect may your approach have on the speaker?

What actions can you take to improve in this area?

What Listening Approaches – other than your most natural – could you use in these situations that would be more effective? Why would they be better?



Recognizing the Behaviors that Communicate Each Listening Approach

MODULE GOALS:

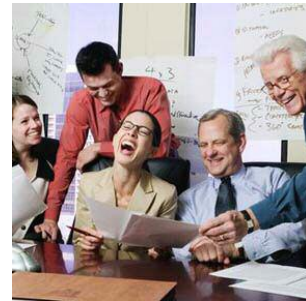
- Recognize the specific behaviors associated with the five Listening Approaches.
- Explore your skill and comfort level with these behaviors.

Appreciative Listening Behaviors

Behaviors from the video that show Appreciative Listening:

Behavioral Indicators

- Responds visibly to sound, language, and rhythm
- Smiles, laughs, finds the humor in the message
- Matches the speaker's enthusiasm or playfulness
- Relaxes with an open, laidback posture
- Shows no signs of rushing
- Encourages the speaker to elaborate on stories



Make a list of how you would demonstrate the Appreciate Listening Approach.

Write down two Appreciative Listening behaviors that you could adopt or improve for greater effectiveness when using this approach.

Behavior #1

Behavior #2



Empathic Listening Behaviors

Behaviors from the video that show Empathic Listening:

Behavioral Indicators

- Lets the speaker know they care
- Allows the speaker to do the talking
- Shows interest
- Asks open-ended questions
- Remains relatively silent, not offering solutions immediately
- Reflects back the emotions
- Leans forward with open posture



Make a list of how you would demonstrate the Empathic Listening Approach.

Write down two Empathic Listening behaviors that you could adopt or improve for greater effectiveness when using this approach.

Behavior #1

Behavior #2



Discerning Listening Behaviors

Behaviors from the video that show Discerning Listening:

Behavioral Indicators

- Takes notes
- Asks for clarification of details
- Concentrates
- Eliminates distractions
- Repeats to confirm accuracy



Make a list of how you would demonstrate the Discerning Listening Approach.

Write down two Discerning Listening behaviors that you could adopt or improve for greater effectiveness when using this approach.

Behavior #1

Behavior #2



Comprehensive Listening Behaviors

Behaviors from the video that show Comprehensive Listening:

Behavioral Indicators

- Elaborates on what has been communicated
- Asks for clarification of the intended message and ideas
- Brings up related issues and metaphors
- Summarizes
- Explains the message to others in their own words
- Paraphrases



Make a list of how you would demonstrate the Comprehensive Listening Approach.

Write down two Comprehensive Listening behaviors that you could adopt or improve for greater effectiveness when using this approach.

Behavior #1

Behavior #2



Evaluative Listening Behaviors

Behaviors from the video that show Evaluative Listening:

Behavioral Indicators

- Actively agrees or disagrees
- Talks through the logic
- Expresses skepticism
- Gives advice
- Asks for facts to support what is being said
- Quits listening when opinion is formed



Make a list of how you would demonstrate the Evaluative Listening Approach.

Write down two Evaluative Listening behaviors that you could adopt or improve for greater effectiveness when using this approach.

Behavior #1

Behavior #2



Practicing the Listening Behaviors

MODULE GOALS:

- Practice your skills in each Listening Approach.
- Identify techniques for improving your effectiveness with each Listening Approach.

\$30 Million...

Use the behavioral descriptions below to guide you during your practice.

<p>Appreciative</p> <ul style="list-style-type: none"> ▪ Responds visibly to language and rhythm ▪ Smiles, laughs, finds the humor in the message ▪ Matches the speaker's enthusiasm/playfulness ▪ Relaxes with an open, laidback posture 	<p>To Enjoy</p>
<p>Discerning</p> <ul style="list-style-type: none"> ▪ Takes notes ▪ Asks for clarification of details ▪ Concentrates, eliminates distractions ▪ Repeats to confirm accuracy 	<p>To Learn</p>
<p>Evaluative</p> <ul style="list-style-type: none"> ▪ Actively agrees or disagrees ▪ Expresses skepticism ▪ Gives advice ▪ Asks for facts or logic to support what is said ▪ Quits listening when opinion is formed 	<p>To Evaluate</p>
<p>Empathic</p> <ul style="list-style-type: none"> ▪ Shows interest ▪ Lets the speaker know they care ▪ Allows the speaker to do the talking ▪ Asks open-ended questions ▪ Reflects back the emotions, nods ▪ Leans forward with open posture 	<p>To Support</p>
<p>Comprehensive</p> <ul style="list-style-type: none"> ▪ Elaborates on what has been communicated ▪ Asks for clarification of the message and ideas ▪ Brings up related issues and metaphors ▪ Summarizes ▪ Explains messages to others in their own words ▪ Paraphrases 	<p>To Learn</p>

Which Listening Approach seemed easiest for the listener? Why?

Which approach seemed most difficult? Why?

Was one approach obviously more appropriate than another?

Speakers, how well did you recognize the approaches being used?

How did they make you feel as you were speaking?



Dinner with anyone...

Use the behavioral descriptions below to guide you during your practice.

<p>Appreciative</p> <ul style="list-style-type: none"> ▪ Responds visibly to language and rhythm ▪ Smiles, laughs, finds the humor in the message ▪ Matches the speaker's enthusiasm/playfulness ▪ Relaxes with an open, laidback posture 	<p>To Enjoy</p>
<p>Discerning</p> <ul style="list-style-type: none"> ▪ Takes notes ▪ Asks for clarification of details ▪ Concentrates, eliminates distractions ▪ Repeats to confirm accuracy 	<p>To Learn</p>
<p>Evaluative</p> <ul style="list-style-type: none"> ▪ Actively agrees or disagrees ▪ Expresses skepticism ▪ Gives advice ▪ Asks for facts or logic to support what is said ▪ Quits listening when opinion is formed 	<p>To Evaluate</p>
<p>Empathic</p> <ul style="list-style-type: none"> ▪ Shows interest ▪ Lets the speaker know they care ▪ Allows the speaker to do the talking ▪ Asks open-ended questions ▪ Reflects back the emotions, nods ▪ Leans forward with open posture 	<p>To Support</p>
<p>Comprehensive</p> <ul style="list-style-type: none"> ▪ Elaborates on what has been communicated ▪ Asks for clarification of the message and ideas ▪ Brings up related issues and metaphors ▪ Summarizes ▪ Explains messages to others in their own words ▪ Paraphrases 	<p>To Learn</p>

Which Listening Approach seemed easiest for the listener? Why?

Which approach seemed most difficult? Why?

Was one approach obviously more appropriate than another?

Speakers, how well did you recognize the approaches being used?

How did they make you feel as you were speaking?



Action Plan for Improving Your Listening Skills

MODULE GOAL:

- Create action plans that will help you develop the skills to become more effective listeners.

Suggested Next Steps

Read your individualized feedback about what may challenge you most with your least natural approaches and ways to begin improving in those areas. Personalize your feedback by putting a ✓ next to things that are like you, an X next to items that are not like you, and a ? next to things you aren't sure about. In addition, write down any other helpful information that you have learned through today's activities.



As mentioned earlier, your results suggest that Discerning is one of your least natural listening approaches. There are a number of factors that interfere with a person's ability to listen with a discerning ear, such as daydreaming, tuning out too soon, diverting attention to distractions, elaborating on the message too early, or focusing on the speaker rather than the message.

- Spend some time observing yourself as a listener. What really keeps you from gathering thorough and accurate information in a conversation?
- Pay attention to when and how you tend to be most easily distracted and see if you can generate strategies to eliminate these distractions or temptations.
- Consider what memory aids might help you attend better to details (such as note taking, visual cues, or name associations). Brainstorm on ways to integrate these aids into your daily listening that would be most natural and helpful.

Your results also suggest that Appreciative is one of your least natural listening approaches. Some factors that might keep somebody from using this approach when appropriate include a tendency to critique information too quickly, an inability to relax, or an overly task-oriented approach to listening. Those who readily use this approach tend to accept entertaining messages in an uncritical fashion and usually focus on finding humor and enjoyment within any interaction. This is, of course, a personal preference. You may, however, find that it is helpful to understand the expectations of others in this area, particularly in situations where the speaker is attempting to entertain or please you or your group.

- You may want to remind yourself that others may have a higher need for such diversions.
- When you are surrounded by those with a highly appreciative style of interaction, you may want to be sure that they are not misinterpreting your behavior as disapproval.
- Appreciative listening can be improved by attending to the general tone of the conversation and actively remembering that listening does not always need to be purposeful.

Based on the feedback you have received so far, what specific steps can you take to improve your listening and communication skills?



Action Plan

Challenge #1: _____

Challenge #2: _____

Specific Goal Statement:

Specific Goal Statement:

What actions will you take?

What actions will you take?

What are your resources?

What are your resources?

How and when can you practice?

How and when can you practice?

Who can support or mentor you?

Who can support or mentor you?

Timing

Timing



Conclusion

MODULE GOAL:

- Review what was learned about improving your listening skills.

Review

Program Goal:

Develop better listening skills so that we may gain greater results when communicating.

Influences to Listening Effectiveness

Internal filters:

- Selective attention
- Selective interpretation
- Selective retention

External factors:

- non-verbal communication
- speaker motivation

Personal Listening Learning Model

Defines five unique listening approaches, each appropriate for different situations:

- Appreciative Listening
- Empathic Listening
- Discerning Listening
- Comprehensive Listening
- Evaluative Listening

Our tendencies toward each approach determine our listening strengths and challenges.

Aligning Motivations

Both speakers and listeners have a purpose when involved in communication. Each listening approach aligns with one of the listener motivations and is most appropriate for use with a specific speaker motivation.

Listener motivation		Listening Approach		Speaker motivation
Enjoy	→	Appreciative	→	Entertain
Support	→	Empathic	→	Self-express
Understand	→	Discerning or Comprehensive	→	Inform
Evaluate	→	Evaluative	→	Persuade

For the best communication results, listeners should align their approaches to the motivation of the speaker.

The Challenge: Adapting the listening approach for successful communication

- Recognize when other approaches are needed.
- Stretch ourselves to adapt to these needs.



Thank you!

What I Want to Remember:

