

What is Listening?

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- listening (ILA, 1996): the process of receiving, constructing meaning from, and responding to spoken and/or nonverbal messages; to hear something with thoughtful attention
- Effective communication is 2-way
- depends on speaking and listening

Listening vs. Hearing

- Hearing- physical process; natural; passive

- Listening- physical & mental process; active; learned process; a skill

- Listening is hard!
You must choose to participate in the process of listening.

Fast Facts

- We listen at 125-250 wpm, think at 1000-3000 wpm
- 75% of the time we are distracted, preoccupied or forgetful
- 20% of the time, we remember what we hear
- More than 35% of businesses think listening is a top skill for success
- Less than 2% of people have had formal education with listening

Why Be A Good Listener?

Needs of your partner...

- To be **recognized** and **remembered**
- To feel **valued**
- To feel **appreciated**
- To feel **respected**
- To feel **understood**
- To feel **comfortable** about a want or need

Listening says, “You are important.”

Listening builds stronger relationships

It creates a desire to cooperate because he/she feels accepted and acknowledged.

Barriers to Listening

- Equate With Hearing
- Uninteresting Topics
- Speaker’s Delivery
- Listening for Facts
- Personal Concerns
- Personal Bias
- Language/Culture Differences
- Faking Attention
- External Distractions
- Mentally Preparing Response