“Son, you’ll do all right [sic] in this world if you just remember that when you talk you are only repeating what you already know—but if you listen you may learn something.”

J. P. McEvoy
CORE CONCEPT #1: PAY ATTENTION
CORE CONCEPT #1: PAY ATTENTION

Give the speaker your undivided attention, and acknowledge the message.
Recognize that non-verbal communication also "speaks" loudly.

- Look at the speaker directly.
- Put aside distracting thoughts.
- Don't mentally prepare a rebuttal!
- Avoid being distracted by environmental factors.
- "Listen" to the speaker's body language.
CORE CONCEPT #2:

SHOW THAT YOU’RE LISTENING
CORE CONCEPT #2:

SHOW THAT YOU’RE LISTENING

Use your own body language and gestures to convey your attention.

- Nod occasionally.
- Smile and use other facial expressions.
- Note your posture and make sure it is open and inviting.
- Encourage the speaker to continue with small verbal comments.
CORE CONCEPT #3: PROVIDE FEEDBACK
CORE CONCEPT #3: PROVIDE FEEDBACK

Our personal filters, assumptions, judgments, and beliefs can distort what we hear. As a listener, your role is to understand what is being said. This may require you to reflect what is being said and ask questions.

- Reflect what has been said by paraphrasing.
- Ask questions to clarify certain points.
- Summarize the speaker's comments periodically.
CORE CONCEPT #4:
DEFER JUDGEMENT
CORE CONCEPT #4:

DEFER JUDGEMENT

Interrupting is a waste of time. It frustrates the speaker and limits full understanding of the message.

- Allow the speaker to finish each point before asking questions.
- Don't interrupt with counter arguments.
CORE CONCEPT #5:

RESPOND APPROPRIATELY
CORE CONCEPT #5:

RESPOND APPROPRIATELY

Active listening is a model for respect and understanding. You are gaining information and perspective. You add nothing by attacking the speaker or otherwise putting him or her down.

- Be candid, open, and honest in your response.
- Assert your opinions respectfully.
- Treat the other person in a way that you think he or she would want to be treated.
FINAL THOUGHTS
FINAL THOUGHTS

- If you find yourself responding emotionally to something that was said, ask for clarification.
- It will take effort on your part to break old habits when it comes to listening.
- It’s as much your job to make sure you understand as it is the speaker’s.
THAT’S A WRAP FOLKS,

THANK YOU!