

Listening skills

Three obstacles to listening well

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Listening filters

- ◇ Personal history
- ◇ Values/biases/prejudices
- ◇ Interest in subject
- ◇ Knowledge of subject
- ◇ Vocabulary

Poor Listeners	Skillful Listeners
Glance at watch, tap foot, drum fingers	Make eye contact, occasional nodding, say words of encouragement
Finish people's sentences, make assumptions	Paraphrase speaker's words, clarify, summarize
Interrupt to disagree, rush in to correct the speaker	Hold their fire, then calmly state views
Focus on delivery or mannerisms	Focus on content
React emotionally	Remain open-minded
Ignore nonverbal cues	Pay attention to nonverbal cues
Think of what they are going to say next	Focus on what is being said by the speaker