

Listening to create understanding

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Listening is the communication skill that we need /use most, but for which we receive **least** training

<u>Skill</u>	<u>Learned</u>
Listening	1 st
Speaking	2 nd
Reading	3 rd
Writing	4 th

Listening is the communication skill that we need /use most, but for which we receive **least** training

<u>Skill</u>	<u>Learned</u>	<u>Used</u>
Listening	1 st	1 st (45%)
Speaking	2 nd	2 nd (30%)
Reading	3 rd	3 rd (16%)
Writing	4 th	4 th (9%)

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<u>Skill</u>	<u>Learned</u>	<u>Used</u>	<u>Taught</u>
Listening	1 st	1 st (45%)	Least
Speaking	2 nd	2 nd (30%)	Next Least
Reading	3 rd	3 rd (16%)	Next Most
Writing	4 th	4 th (9%)	Most

A good conversation

Occurs when
both parties
feel they have been
well listened to

What is the opposite of talking?

Listening ?

or

Waiting to talk!



Why is this so?

Society norms – crack, banter, slagging

Also

We hear 5 times faster than the spoken word

So, we

get bored / nod-off

finish peoples sentences

think of an answer,

a better story,

a smart answer,

a funny comment.

3 types of Listening

- Level 1 – Internal Listening
- Level 2 – Focused Listening
- Level 3 – Global Listening

Level 1 - Internal Listening

Relates to oneself, NOT to the speaker

Associated with:

"self talk"

selfishness


"Being smart"

Looking good

Justification

Dominating

Defensiveness



We are hearing, processing &
waiting to talk

We are not really listening

Level 2

Focused Listening

Focus is on the speaker, **NOT** oneself

Associated with noticing :

behaviour / body language

negative/positive emotions

energy / enthusiasm

concerns,

Inquisitiveness

Asking open questions

Understanding the speaker

What are Open Questions?

Questions beginning with:

- What
- Where
- When
- Which
- How
- (Why)

Level 3

Global Listening

- Picks up everything, using
 - hearing,
 - intuition,
 - feelings
 - what is said & not said
 - one's whole self.

3 types of Listening

- Level 1 – Internal Listening
- Level 2 – Focused Listening
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To really **understand** one must

Have **empathy** and **compassion**

Attempt to see the world from the other persons point
of view

By listening & asking open questions &

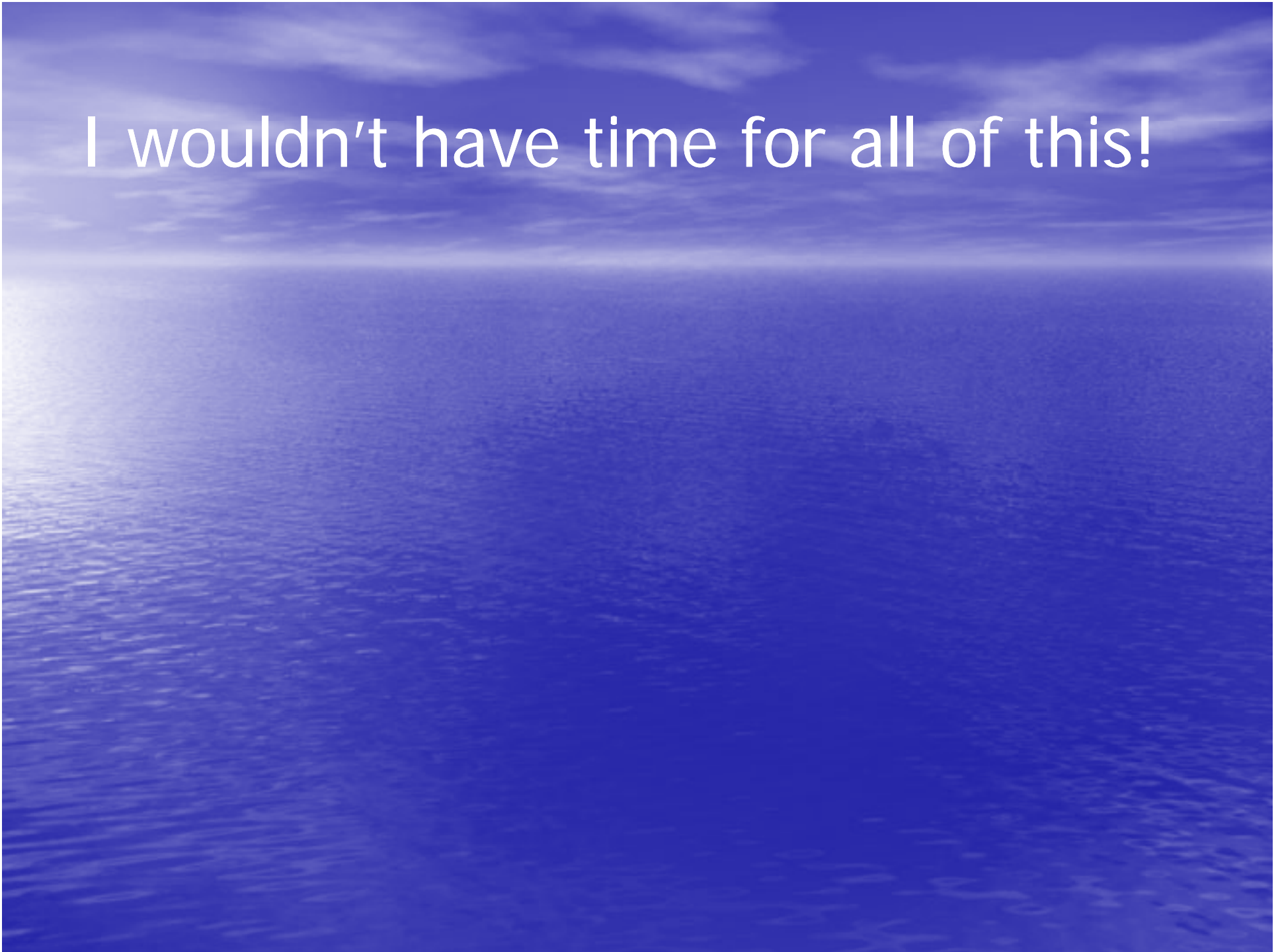
Restating what has been said.

You don't have to agree with the other person

You just need to **understand** their view of the world

You cannot fake it, you have to mean it!

I wouldn't have time for all of this!



Exercises – Listening

- Distracted
- Exaggerated empathy
- Taking over the conversation
- Advising and fixing
- Silent
- Asking open questions
- Repeating what has been said

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Open Questions

- What happened
- When/where/how did that happen
- How did/do you feel
- Why were you so scared/angry/shaken
- What are/were you concerned about
- Who else was involved
- How was it for them
- Tell me more about that
- What will you do now
- What are your options
- Who could help you
- When will you do that

Benefits of Listening at Level 2 and 3

Asking each other open questions helps us
"work it out for ourselves".

Stephen Fry: " I don't know what I'm thinking 'til I hear myself speak"

We all like to be listened to!

We feel happy that what we are saying is valued

We "open up" revealing true opinions, concerns, feelings

We tell others what our real issues are

We see each other as **contributors to leadership.**

Understanding is caring

People normally don't care how much you know

They want to know how much you care

We can only understand by listening

The Collaborative way of working together

- Acknowledging/appreciating each other
- **Listening generously to each other**
- Speaking straight
- Supporting each other
- Honouring commitments

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