



# The Art of Listening

**Hearing** is natural.

**Listening** is a higher  
cognitive skill. It needs  
to be developed.

# COMMUNICATION MODES

- **WRITING**
- **READING**
- **SPEAKING**
- **LISTENING**

# Communication Modes % Of Time Used

**Writing**

\_\_\_\_\_

**Reading**

\_\_\_\_\_

**Speaking**

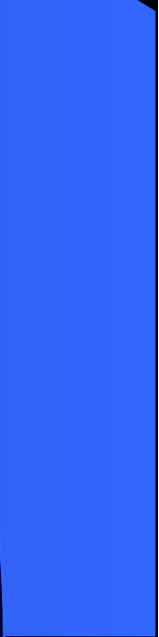
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**Listening**

\_\_\_\_\_

**Total**

**100%**



# Communication Modes % Of Time Used

**Writing**      **9%**

**Reading**      **16%**

**Speaking**      **30%**

**Listening**      **45%**

**Total**      **100%**

# Communication Modes How are they taught?

<b>Writing</b>	<b>Most</b>
<b>Reading</b>	<b>Next most</b>
<b>Speaking</b>	<b>Next to least</b>
<b>Listening</b>	<b>Least</b>

# Meaning in communication is conveyed by

**7%** -- **Words**

What is said

**38%** -- **Voice Inflection**

How it sounds

**55%** -- **Body Language**

How it looks

**I didn't say you  
had to become a  
better listener.**

# Levels of Listening

**IGNORING**

**PRETENDING**

**SELECTIVE**

**ATTENTIVE**

**EMPATHIC**

# Listening Blocks

**1. Lack of training**

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**2. Requires hard work**

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**3. Brain does not cooperate**

**500 – 125 words**

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**4. Fatigue**

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500 – 125 words

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**5. Prejudices**

# Listening Block

**1. Lack of training**

**2. Requires hard work**

**3. Brain does not cooperate**

125 – 150 Words

**4. Fatigue**

**5. Prejudices**

**6. Distractions – Physical – Psychological**

# Listening Blocks

**1. Lack of training**

**2. Requires hard work**

**3. Brain does not cooperate -- 500 - 125 words**

**4. Fatigue**

**5. Prejudices**

**6. Distractions – Physical -- Psychological**

**7. Inability to remain silent**

**“True silence is the rest of the mind, and it is to the spirit what sleep is to the body – nourishment and refreshment.”**

**William Penn**

# **Women Versus Men**

**Who are better  
listeners?**

# **Women tend to:**

- **Want to connect with others**
- **Be helpful, polite and cooperative**
- **Be responsive to subtleties**
- **Operate at the feeling (intent ) level**

# **Men tend to:**

- **Want to compete with others**
- **Control the situation**
- **Ignore or be unaware of subtleties**
- **Operate at a factual (content) level**

# Listening

**Our minds react instantaneously to the input of others. The human tendency is to respond immediately. When the response is delayed, the complete message is received and then the response will be more meaningful.**

# *Understanding*

The key to  
understanding is  
*non-judgmental*  
listening!

# **ACTION STEPS**

- 1. CONSCIOUSLY DECIDE TO LISTEN**
- 2. CONCENTRATE WHILE YOU LISTEN**
- 3. ASK RELEVANT QUESTIONS**
- 4. REVIEW THE CONVERSATION**