

Effective Listening: Your Secret Super-power!



North Texas Nonprofit & Business Summit 2017

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The “Indispensable Assistant” is an Effective Listener

in·dis·pen·sa·ble.

▪ADJECTIVE

1. **absolutely necessary:**

“She made herself indispensable to the organization“

▪synonyms: essential · necessary · all-important



Listening: Your Secret Super Power!!!

Facts About Listening...

- We spend 75% of our waking hours listening...
- No real listening training is available...
- We are terrible listeners!
- Listening skills suffer with age.
- Listening is hard!



University of Missouri, 2012

Who's a SUPER Listener?



Skills Desired by Fortune 500 Companies...

1. **Teamwork**
2. **Problem Solving**
3. **Interpersonal Skills**
4. **Oral Communications**
5. **Listening**
6. **Personal/Career Development**
7. **Creative Thinking**
8. **Leadership**
9. **Goal Setting/Motivation**
10. **Writing Skills**
11. **Organizational Effectiveness**
12. **Computation**
13. **Reading**



Listening Pet Peeves

“Minute to Win It”

- What are the poor listening behaviors of others that you find most frustrating?



- Of the behaviors noted, of which are you guilty?

Worksheet Moment

Frequent Feedback from Team Members...

- *“My boss needs to a better listener.”*
- *“She/he needs to listen to our ideas.”*
- *“She/he doesn’t listen to me, which indicates to me that he doesn’t really care about me.”*

--John Keyser, Business and Leadership Coach,
Common Sense Leadership



John Keyser, Business and Leadership Coach, Common Sense Leadership

“By recognizing the importance of listening, and making a commitment to improving, the quality of your leadership and (teamwork) relationships will definitely improve.”



Listening: Your Secret Super Power!!!

Why Is Effective Listening Beneficial to Your Business Mission ?

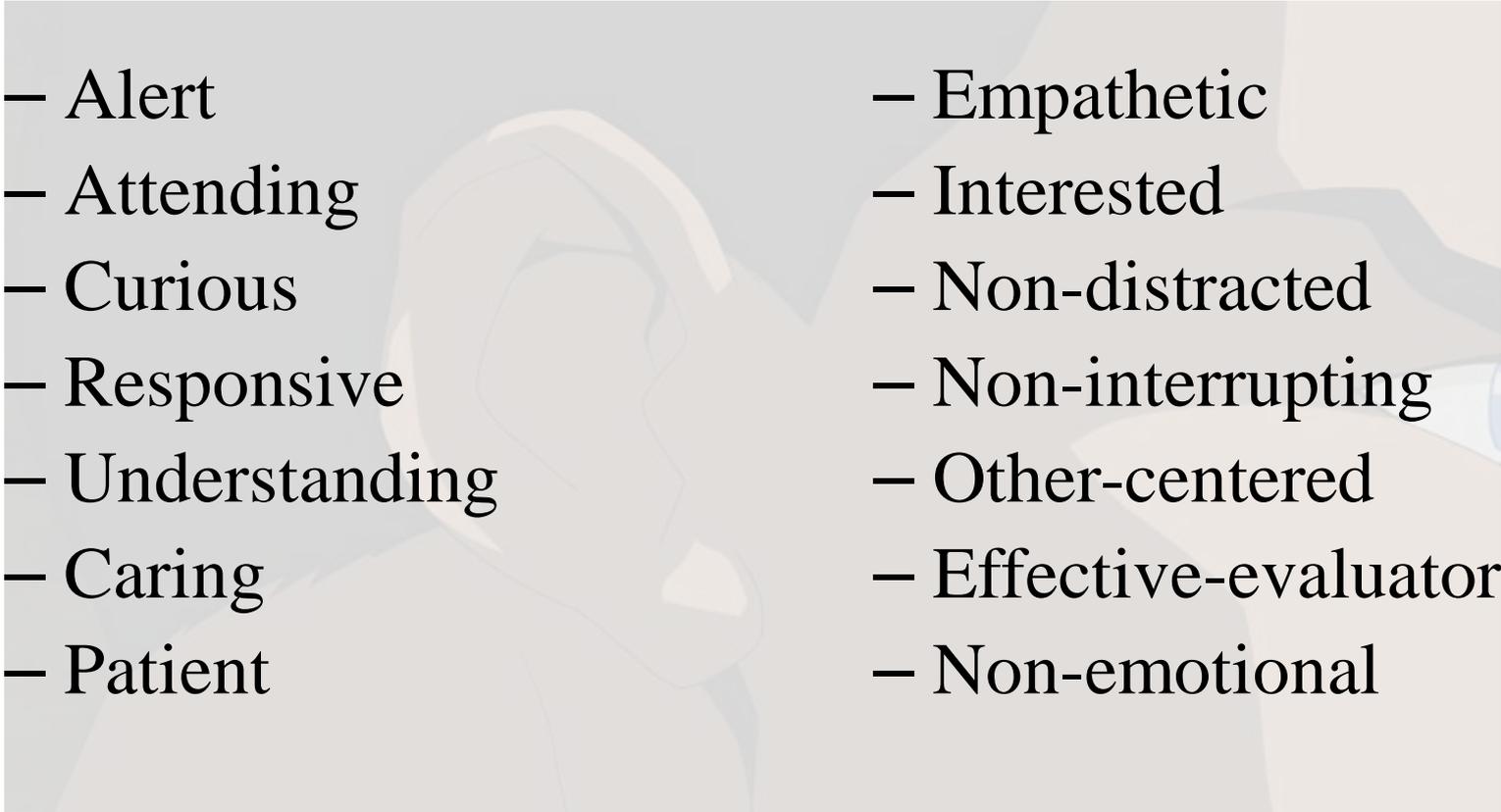
- Gain Information
- Develop Trust
- Maintain Reputation
- Reduce Conflict
- Motivate Employees



Worksheet Moment

Small Business Chronicle (2016)

Characteristics of Effective Listening

- 
- Alert
 - Attending
 - Curious
 - Responsive
 - Understanding
 - Caring
 - Patient
 - Empathetic
 - Interested
 - Non-distracted
 - Non-interrupting
 - Other-centered
 - Effective-evaluator
 - Non-emotional

“Listening with Your Whole Body”

Activity

- Maintain eye contact.
- Lean slightly forward most of the time.
- Don’t speak—just listen.
- Smile or frown in accordance with what is being said.
- Let the person know you are hearing every word
- Use an open posture
- Avoid touching
- Never offer advice.



Active Listening: Turning Customer Service into Customer Satisfaction

1. Show that you are listening
2. Pay attention
3. **Hold judgement/biases**
4. Give appropriate feedback
5. Give appropriate responses



Angela Smyth, Self Growth Magazine (2015)

Final Thought on Listening...

“Courage is what it takes to stand up and speak; courage is also what it takes to sit down and listen.” ---Winston Churchill



Top Ten Tips for Effective Listening for Greater Success and Influence

Whether it's our spouse, our children, or with a sales prospect or our boss, one of life's great challenges is to listen well. Often, we are tempted to think about our response rather than listen. Or, we believe we already know what the other person is going to say, so we simply interrupt or wait impatiently for our turn. Listening, really listening, with our whole being, is a skill and one of the most important compliments we can give another human being. The following 10 "rules" can help.

1. Stop Talking!

It is difficult to listen and speak at the same time.

2. Put the Other Person at Ease.

Give them space and time and "permission" to speak their peace. How we look at them, how we stand or sit, makes a huge difference. Relax, and let them relax as well.

3. Show the Other Person that You Want to Hear Them.

Look at them. Nod when you can agree, ask them to explain further if you don't understand. Listen to understand them and their words, rather than just for your turn.

4. Remove Distractions.

Good listening means being willing to turn off the TV, close a door, or stop reading your mail. Give the speaker your full attention, and let them know they are getting your full attention.

5. Empathize with the Other Person.

Especially if they are telling you something personal or painful, or something you intensely disagree with, take a moment to stand in their shoes, to look at the situation from their point of view.

6. Be Patient.

Some people take longer to find the right word, to make a point or clarify an issue. Give the speaker time to get it all out before you jump in with your reply.

7. Watch Your Own Emotions.

If what they are saying creates an emotional response in you, be extra careful to listen carefully, with attention to the intent and full meaning of their words. When we are angry, frightened or upset, we often miss critical parts of what is being said to us.

8. Be Very Slow to Disagree, Criticize or Argue.

Even if you disagree, let them have their point of view. If you respond in a way that makes the other person defensive, even if you "win" the argument, you may lose something far more valuable!

9. Ask Lots of Questions.

Ask the speaker to clarify, to say more, give an example, or explain further. It will help them speak more precisely and it will help you hear and understand them more accurately.

10. STOP TALKING!

This is both the first and the last point, because all other tools depend on it. Nature gave us two ears and only one tongue, which is a gentle hint that we should listen twice as much as we talk.

Source: Dr. Philip E. Humbert, author, speaker and personal success coach. Dr. Humbert has hundreds of tips, tools and articles on his website that you can use for your own success! It's a great resource! Available: <http://superperformance.com/effectivelisting.html>

Effective Listening: Your Secret SUPERPOWER!!!

“Man’s inability to communicate is a result of his failure to listen effectively, skillfully, and with understanding to another person.” ---Carl Rogers, Psychologist

My Worst Listening Habits

1. _____
2. _____
3. _____

Benefits of Effective Listening

1. _____
2. _____
3. _____

Costs of Ineffective Listening

1. _____
2. _____
3. _____

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How Can I Do Better?

- Identify your listening problems
- Motivate yourself to get as much out of the message as possible
- Put problems and biases aside
- Control distractions
- Postpone judgment
- Don't try and write everything down —listen for the main ideas.

Listening With Your Whole Body Activity

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

“Courage is what it takes to stand up and speak. Courage is also what it takes to sit down and listen.” –Winston Churchill