

Develop Your Listening Skills!

Show others you really do care

A) Listening vs. Hearing

Ever hear the words: "You're not listening to me . . ."?
We listen to . . .

1. Understand someone
2. Enjoy someone
3. Learn something
4. Give help or solace

B) Levels of Listening

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| Level 1 | Miss other person entirely |
| Level 2 | Miss key elements |
| Level 3 | Able to paraphrase content |
| Level 4 | Able to hear feelings |
| Level 5 | Able to tie facts and feelings together |

When we "miss someone", they shut down. People open up more when we listen more effectively. Effective listening is also a powerful modeling factor for group members.

C) Blocks to effective listening:

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| Comparing: | "You think that was bad, you ought to hear . . ." |
| Mind Reading: | Thinking to self, "I know exactly where this story is going" |
| Rehearsing: | Preparing your response |
| Judging: | Questioning their motives |
| Dreaming: | Fading in and out . . . not paying attention! |
| Identifying: | "That's just like the time I . . ." |
| Advising: | "Have you tried . . ." or "You now what you ought to do...?" |
| Sparring: | put downs, or discounting |
| Being Right: | "Yes, but . . ." |
| Derailing: | Humor |
| Placating: | "Right . . . absolutely . . . I know . . ." |

*Resource: Dr. Harvey Powers