

# TEN BAD LISTENING HABITS



Are you guilty?

If so, find out how to  
change your bad  
listening habits to  
good ones!



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# TEN BAD LISTENING HABITS

1. Calling the subject uninteresting
2. Criticizing the speaker's delivery or mannerisms
3. Getting over-stimulated by something the speaker says
4. Listening primarily for facts
5. Trying to outline everything



# TEN BAD LISTENING HABITS

6. Faking attention to the speaker

7. Allowing interfering distractions

8. Avoiding difficult material

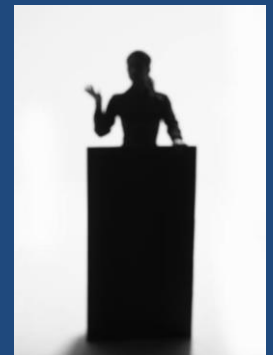
9. Letting emotion-laden words arouse personal antagonism

10. Wasting the advantage of thought speed (daydreaming)



# KEY UNDERLYING ASPECTS ABOUT THESE BAD LISTENING HABITS:

- There is a lack of respect for the speaker.
- The listener is stuck in his/her own head; trapped by his/her own thoughts.
- He/she is only hearing what is superficially said and is missing the real meaning.
- There is a general ignorance about social politeness.



# HOW TO CHANGE THE BAD TO GOOD

- Give full attention to the speaker by turning to face him/her and gaze intently at him/her. Being truly interested is just a matter of attitude. When the mind makes a decision, the body will cooperate.
- Help the speaker get his/her point across. Give him/her positive encouragement through nods, smiles, and positive noises. Paraphrase and ask positive questions to help clarify what they are saying.

# HOW TO CHANGE THE BAD TO GOOD

- Support the person by showing that you value and accept him/her even if you do not agree with what he/she says or how he/she says it.
- Manage your reactions by recognizing your own internal inferences and biases and formulating your response before you speak, so that you will achieve the best effect.



# TEN KEYS TO EFFECTIVE LISTENING

## 1. Find areas of interest

- The bad listener tunes out dry subjects.
- The good listener opportunitizes by asking, “What’s in it for me?”



## 2. Judge content, not delivery.

- The bad listener tunes out if delivery is poor
- The good listener judges content and skips over delivery errors.

# TEN KEYS TO EFFECTIVE LISTENING

## 3. Hold your fire

- The bad listener tends to enter into an argument
- The good listener doesn't judge until comprehension is complete.

Mr. Bad Listener



## 4. Listen for ideas

- The bad listener listens for facts.
- The good listener listens for central themes.



# TEN KEYS TO EFFECTIVE LISTENING

## 5. Be flexible.

- The bad listener takes intensive notes using only one system.
- The good listener takes fewer notes and uses 4-5 different systems, depending on the speaker.

## 6. Work at listening.

- The bad listener shows no energy output and fakes attention.
- The good listener works hard and exhibits an active body state.

# TEN KEYS TO EFFECTIVE LISTENING

## 7. Resist distractions.

- The bad listener is easily distracted.
- The good listener fights or avoids distractions, tolerates bad habits, and knows how to concentrate.



## 8. Exercise your mind.

- The bad listener resists difficult material and seeks light, recreational material.
- The good listener uses heavier material as exercise for the mind.

# TEN KEYS TO EFFECTIVE LISTENING

9. Keep your mind open.

- The bad listener reacts to emotional words.
- The good listener interprets “colorful” words and does not get hung up on them.

10. Capitalize on the fact that thought is faster than speech.

- The bad listener tends to daydream with slow speakers.
- The good listener challenges, anticipates, mentally summarizes, weighs the evidence, and listens between the lines to tone of voice.

# REFERENCES

<http://academic.cuesta.edu/acasupp/as/903.htm>

[http://changingminds.org/techniques/listening/bad\\_listening.htm](http://changingminds.org/techniques/listening/bad_listening.htm)

[http://changingminds.org/techniques/listening/good\\_listening.htm](http://changingminds.org/techniques/listening/good_listening.htm)

<http://academic.cuesta.edu/acasupp/as/904.htm>

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We hope you enjoyed this workshop! Please print the evaluation that is located on the TRiO webpage, fill it out, and return it to Patricia Nicholas in Rm. 114, Bldg B; Kayla Owens, Rm. 110, Bldg. B; or Tawanie Shanks, TRiO lab, Bldg. B.



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