

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



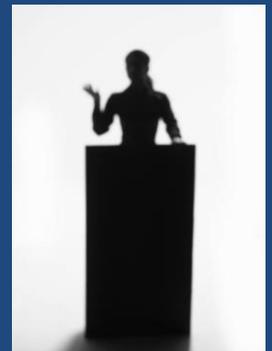
TEN BAD LISTENING HABITS

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/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.



All of the material used in this workshop came from the websites on the previous page and are intended for educational purposes only.