



**Newport News  
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## Lost Art of Listening

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The biggest barrier to communication is the illusion that it has actually taken place

How good are we at listening?



- Listening is not the same as hearing
- Hearing refers to the sounds you hear
- Listening requires you to pay attention
  - ✓ Verbal Message
  - ✓ Body Language + Tone

# Barriers to Listening



- Distractions
- Working on your response
- Just waiting for the other person to stop talking
- Not feeling well
- Worrying about another task
- Have already made up your mind about the subject
- Really not interested



# Tips on Listening

- **Stop talking!**
  - Don't interrupt
  - Don't talk over the person speaking
  - Don't finish the speaker's sentences
- **Focus on the speaker**
  - Try to put other things out of your mind
  - Don't be mentally preparing a rebuttal
- **Put the speaker at ease**
  - Don't look bothered
  - Ask them to sit down
  - Be patient



# Tips on Listening

- Don't multitask
  - Don't say, "keep on talking, I'm listening"
- Empathize
  - Try to look at the issue from their perspective
- Listen to the tone of voice
  - Tone is more meaningful than the words
- Use your body language
  - Good eye contact, lean forward, don't cross your arms, etc.
- Watch their body language



- Listening is a critical skill set
- How well you listen can directly impact the quality of your relationship with others

How good are you at listening?





- My gift to you:
  - 30 Question Self Assessment Exercise. Read the question and note how often you do it. For example:

Question 1.

Do you tune out people who say something you don't agree with or don't want to hear?

- M = Most of the Time
  - F = Frequently
  - O = Occasionally
  - A = Almost Never
- There are numbers for each response which you will add up to see how you rate (Fair, Average, Above Average, or Superior) in listening skills.

We have one mouth and two ears. Let's listen in proportion 😊



- Break into small groups
- Discuss one or two areas to work on as a group
- Group Report Out



# Questions?





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