Example of Poor Listening Skills

Example One....
Example of Poor Listening Skills

Example two....
Example of Poor Enunciation

Example One....
Example of Poor Enunciation

Example Two....
Example of Negative Body Language

Example One....

Daktari Productions
My cousin Vinny
Example of Negative Body Language

Example Two....
Example of Negative Body Language

Example Three....
Non – Verbal Communication

Listening – the ability to be a good listener is absolutely critical to your effectiveness

- enhances self-esteem of self and others
- builds credibility for impact
- demonstrates caring and respect

Listen to UNDERSTAND rather than to be UNDERSTOOD

- look at things from the other person’s perspective
- requires an openness to the ideas of others
- paying close attention takes careful listening and careful observation

Be aware of speaking RATE and comprehension SPEED

- wake me up when you’re done talking
- it’s easy for people to not be focused on the conversation

Tune into feelings first and content second

- identify and acknowledge the feeling the sender is experiencing
- listen for feeling, for meaning and for behavior
- feeling what they are feeling meets a vital need to be understood
Non – Verbal Communication

Be Emotionally Intelligent
- you will be able to make better decisions about what to say or do
- being able to “hit the pause button” places your feelings in balance for effectiveness

Avoid Distractions
- is the noise in my mind bothering you?
- distractions influence your ability to keep your mind on the message
- the listener has a responsibility to be aware of any distraction

Engage in Active Listening
- listening is the highest form of respect
- Active listening requires an intense involvement in a conversation, even when the listener’s lips are not moving

Focus on IDEAS, not the PERSON
- but s/he is driving me crazy
- difficult people, or people we do not like or respect are not likely to receive our UNDIVIDED ATTENTION
- personality plays a huge part in the communication process
Non – Verbal Communication

Check the power of your non-verbal communication

- what you are speaks so loudly, I cannot hear what you are saying – Emerson
- it stands to reason then that one skill we need to develop is the ability to understand and respond to non-verbal signals

Communication is a Shared Responsibility

- ask good questions
- the SENDER and RECEIVER must share the responsibility of effective communication
- an active listener, is a crucial listener
Non – Verbal Communication

Things to consider…non-verbal communication contributes a great deal to sharing meanings.

1. 93% of message in in your non-verbal communication
2. 55% is in your body language
3. 38% is in your tone of voice
4. 7% of your message is in your words

We all need to develop our ability to understand and respond appropriately to our patrons non-verbal messages.

The average person speaks 100 – 200 words per minute. The average person can process 400 words per minute. Based on the huge discrepancy between speaking and processing it’s no wonder we tend to “tune out” when listening to someone speaking.
Keys to Effective Listening

1. Adopt an ATTITUDE of listening
2. REACT POSITIVELY to the speaker by radiating interest
3. Tune into FEELINGS first and CONTENT second
4. Listen to gain real UNDERSTANDING
5. Resist DISTRACTIONS
6. Get to the POINT by asking good QUESTIONS – there is no dumb question
7. Focus on IDEAS, not the PERSON
8. Don’t ARGUE MENTALLY!
9. Capitalize on THOUGHT SPEED. The average person speaks 100 – 200 words per minute. The average person can process 400 words per minute.
10. The most important good listening habit is to CONCENTRATE on what the other person is saying.
The secret of influencing people lies not so much in being a "good talker" as in being a "good listener". Even when the patron’s lips are closed, active listening requires intense involvement in the conversation. It’s easy than it sounds, it takes practice and concentration.
Finale

A classic......