

Listening Skills/Strategies

Session 3



Listening Skills

Real listening is an active process that has three basic steps.

1. Hearing

Hearing means listening enough to catch what the speaker is saying.



Listening Skills

2. Understanding

The next part of listening happens when you take what you have heard and understand it in your own way.



Listening Skills

3. Judging

After you are sure you understand what the speaker has said, think about whether it makes sense.



Listening Skills

See if you can improve your listening skills by following some of these tips:



Maintain eye contact.

Of course you need to look at your notes, but eye contact keeps you focused on the job at hand and keeps you involved.

Sit up straight and let the speaker know you understand. At appropriate times you may also smile, frown, laugh, or be silent.

These are all ways to let the speaker know you are listening.





Pay attention to the speaker.

Don't look
out the
window or
at what else
is going on
in the room.

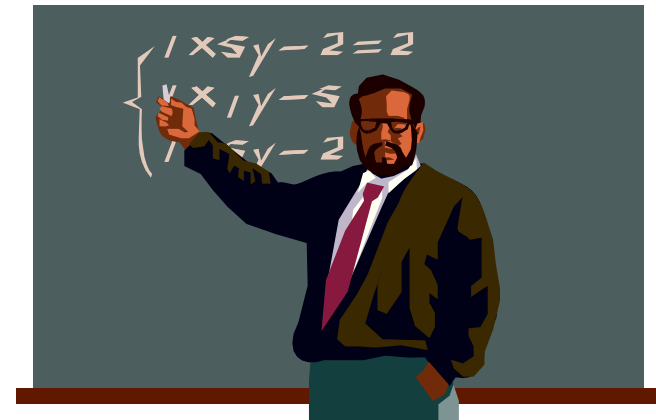




Focus on content, not delivery.

Have you ever counted the number of times a teacher clears his/her throat in a fifteen minute period?

If so, you weren't focusing on content.





Avoid distractions.

Don't let your mind wander or be distracted by the person shuffling papers near you.



Remember:
Be Here Now!



Be an active listener.

Ask yourself questions as you listen.

What key points is the instructor making?

How does this fit in with what you already know?





**Let the speaker finish before you
begin to talk.**

When you interrupt, it looks like
you aren't listening, even if you
really are.





Listen for main ideas.

The main ideas are the most important points the speaker wants to get across. Pay special attention to statements that begin with phrases such as “My point is...” or “The thing to remember is...”



Ask questions.

If you are not sure you understand what the speaker has said, just ask.

It is a good idea to repeat in your own words what the speaker said so that you can be sure your understanding is correct.





Remember:

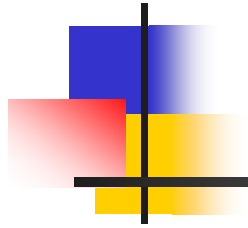
Time is on your side!

Thoughts move about four times as fast as speech.

With practice, while you are listening you will also be able to think about what you are hearing, really understand it, and give feedback to the speaker.



Notice how important it is not to just listen with our ears, but also to watch the person talking?



To understand involves
more than just hearing!
You must LISTEN, too.

