

Communication through Active Listening

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Developed for: **Montana ACTE**



Program Objectives

- Define Listening
- Understanding
Listening Constraints
- Removing (or at least
limiting) Those
Constraints



Enhance
Communication,
Cooperation, Morale



Listening Effectively



Responding
Appropriately

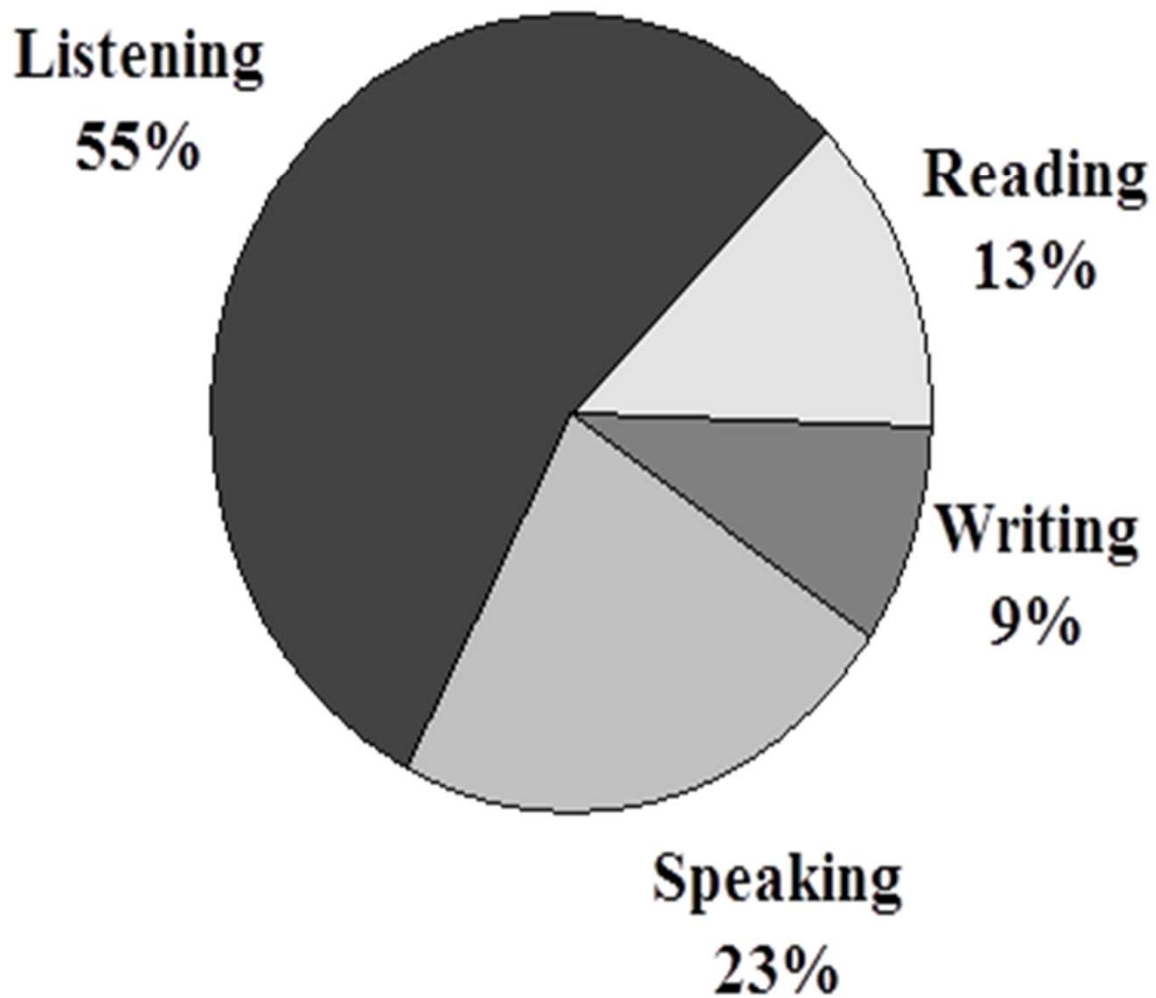


Clarity of
Understanding





Time Spent Communicating





The Difference Between Listening and Hearing

- Your Definition of Hearing?

- Your Definition of Listening?





Hearing or Listening?

- Hearing is the physical ability to accept and transmit sound waves from the eardrum to the brain.
- Listening is the ability to put meaning to that transmission.

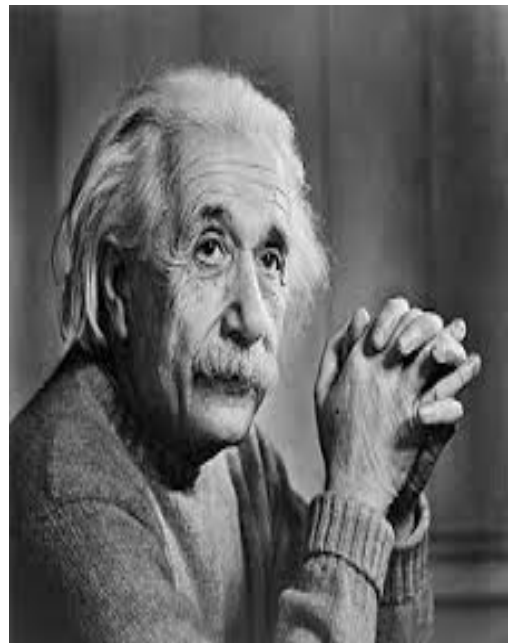
Communication Realities

- You cannot not communicate.
- Whenever contact is made, communication occurs.
- Meanings are in people, not in words.



Communication Realities


- Meanings cannot be transferred from one mind to another. Only words can be transferred.
- All communications are received, but 70 to 90 percent are filtered or changed by the receiver.





Listening Is Affected by

- Selective Attention
- Selective Interpretation
- Selective Retention



Tuning In (Or Out!)

Always Tuned To:

WII-FM & MMFI-AM

- What's In It For ME!
- Make Me Feel Important-And More



Verbal/Nonverbal Communications

- 7 % Words
 - 38 % Tone of Voice
 - 55 % Body Language
- = 93% Non-Verbal Cues

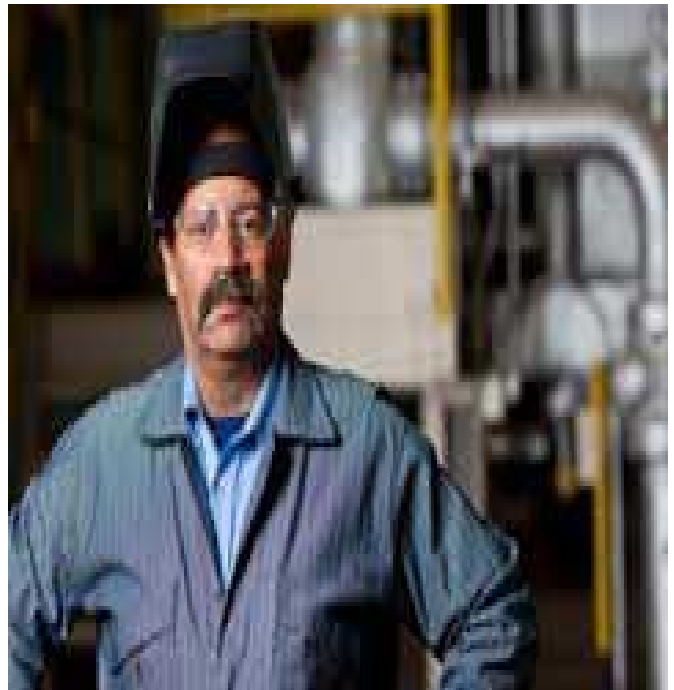




Rate of Speaking and Listening

- We listen at 500 words per minute.
- We speak at 150 words per minute.
- That leaves 350 words per minute to

TUNE OUT!





Causes for “Tune-Out”

- Receiver’s purpose is different from sender’s purpose
- Understimulation
- Overstimulation
- Pace and delivery
- Lack of skill development

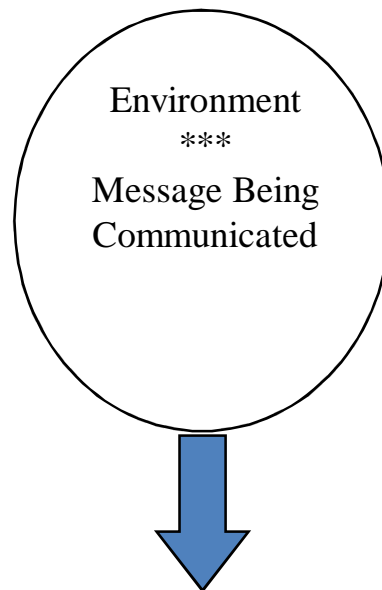


Match Listening Approaches to Communication Needs

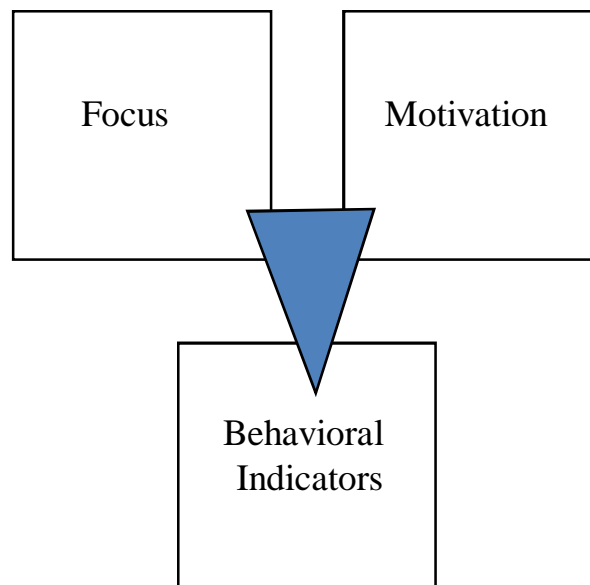
- Focus: purpose or intent of the communication.
- Motivation: how we best accomplish that purpose.
- Behavioral Indicators: appropriate verbal and nonverbal signals that execute the strategy.



Effective Listening



Three Primary Factors





Personal Development Plan

The situation or environment in which I have experienced miscommunication is:

Which Listening Approach may have been more appropriate for this situation?

Which behavioral indicators can I use that will improve my listening in this situation?

How can I use this information to increase my communication effectiveness?



Listening Activity

- Pair Up
- Get in Conversational Mode
- One Speaker
- One Listener





Improve Listening Quality

1. Remain neutral
2. Give your complete attention
3. Take notes
4. Analyze nonverbal signals
5. Restrict distraction
6. Hold your rebuttal
7. Gain verbal agreement to decisions and action plans
8. Realize that listening is hard work
9. Practice regularly



When You Are the Speaker

1. Check your nonverbal signals
 - Maintain eye contact at least two-thirds of the time.
 - Use positive gestures.
 - Maintain appropriate facial expressions.
 - Don't frown as you concentrate.
 - Choose an informal seating arrangement.
 - Look interested in the other person
2. Be vocally attentive – encourage others to speak.
3. Pace the other individual.
3. Know what you want to say – have your content ready.
5. Know your receiver's natural Listening approach and plan appropriate adjustments.
6. When confronting, know how far to probe and when to stop.
7. Read and analyze the listener's nonverbal signals.
8. Use familiar terms or define special terms.
9. Ask questions to assure yourself that the message has been received.
10. Help the listener remember.



Questions?

- Thank you

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