

Listening: More Than Meets the Ear

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Today's Topics:

- Elements in the listening process
- Types of ineffective listening
- Why we don't listen
- Informational listening
- Listening to help

Elements in the listening process

- Hearing
- Attending
- Understanding
- Responding
- Remembering

Types of Ineffective Listening

- Pseudolistening- appearance of listening
- Stage-Hogging- turns topic to self
- Selective listening- reject all that does not interest you
- Insulated listening - don't want to deal with it
- Defensive listening- remarks = attacks
- Ambushing - information = attack
- Insensitive listening

Why we don't listen

- Message Overload -
- Preoccupation
- Rapid thought
- Effort
- External noise
- Hearing problems
- Faulty assumptions

Why we don't listen, cont.

- Lack of apparent advantage --
 - Speaking = control, admiration, respect, liking, release of energy
 - Listening = helps others solve problems, encourages them to listen to you
- Lack of training

Informational Listening

- In order to become a more effective informational listener we need to:
- Talk Less
- Get rid of distractions
- Don't judge others
- Look for key ideas
- Ask questions
- Paraphrase

Listening to Help

- Advising – our first response, but not always a good idea. Most people just want to be heard.
- If you are going to give advice despite this:
 - 1) Make sure it is accurate
 - 2) Ask yourself if the person is willing to accept your advice.
 - 3) Be confident that the receiver won't blame you if the advice does not work.

Judging

- A judging response evaluates the speaker's thoughts or behaviors – You are on the right track now.
- Judgments have the best chance of being received if:
 - 1) The person with the problem requested the evaluation.
 - 2) The intent of your judgment is constructive versus a put-down.

Analyzing

- Analyzing offers an interpretation of the speaker's message, however, your interpretation might be incorrect.
- Analysis guidelines
 - 1) tentative versus matter of fact
 - 2) have a reasonable chance of being correct
 - 3) Is the other person receptive to analysis?
 - 4) Is your motive to help?

Questioning

- Question responses help others think about the problem and understand it more clearly.
- Guidelines
 - 1) Don't ask just to satisfy your curiosity
 - 2) Questions shouldn't confuse or distract
 - 3) Don't use questions to disguise your suggestions or criticism.

Supporting Responses

- Supporting – reveals a listener’s solidarity with the speaker’s situation.
- You are not being supportive if:
 - 1) You deny other’s the right to their feelings.
“Don’t worry about it.”
 - 2) You minimize the significance of the situation.
“It’s only _____!”
 - 3) Focusing on the future rather than the current moment.

Supporting Responses Cont.

- 4) You cast judgment. “You shouldn’t have done that.”
- 5) You defend yourself. “Don’t blame me!”
- 6) You rain on the speaker’s parade.
- Guidelines for effective supporting:
 - 1) You can support even if you don’t approve.
 - 2) Monitor the other’s reaction to your support.

Prompting Responses

- Drawing out others with brief statements of encouragement and silence.
- This is a catalyst to help others find their own answer.
- Prompting must be done sincerely or it will be ineffective.

Paraphrasing

- Reflect both the thoughts and feelings you hear expressed as well as information.
- Factors to Consider:
 - 1) Is the problem complex enough?
 - 2) Do you have the necessary time and concern?
 - 3) Are you genuinely interested in helping?
 - 4) Can you withhold judgment?
 - 5) When overused, paraphrasing is annoying.

When and How to Help

- Three factors to consider when choosing the best helping style:
 - 1) Match your response to the **situation**.
 - 2) Think about **the other person** and their willingness to handle the help.
 - 3) Think about **yourself**. Most people rely on one or two styles without considering them all.