

Listening Barriers

#1 Not Understanding the message being sent

Speaking different languages

Accents

Words with more than one meaning

Joking vs. Serious

Expecting you know more than you do

Two way communication-Using verbal communication to negotiate, resolve conflict, and promote mutual understanding and respect.



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Listening Barriers

#2 Non-attentive Listening

Become bored with the information

Get “confused” or “lost”

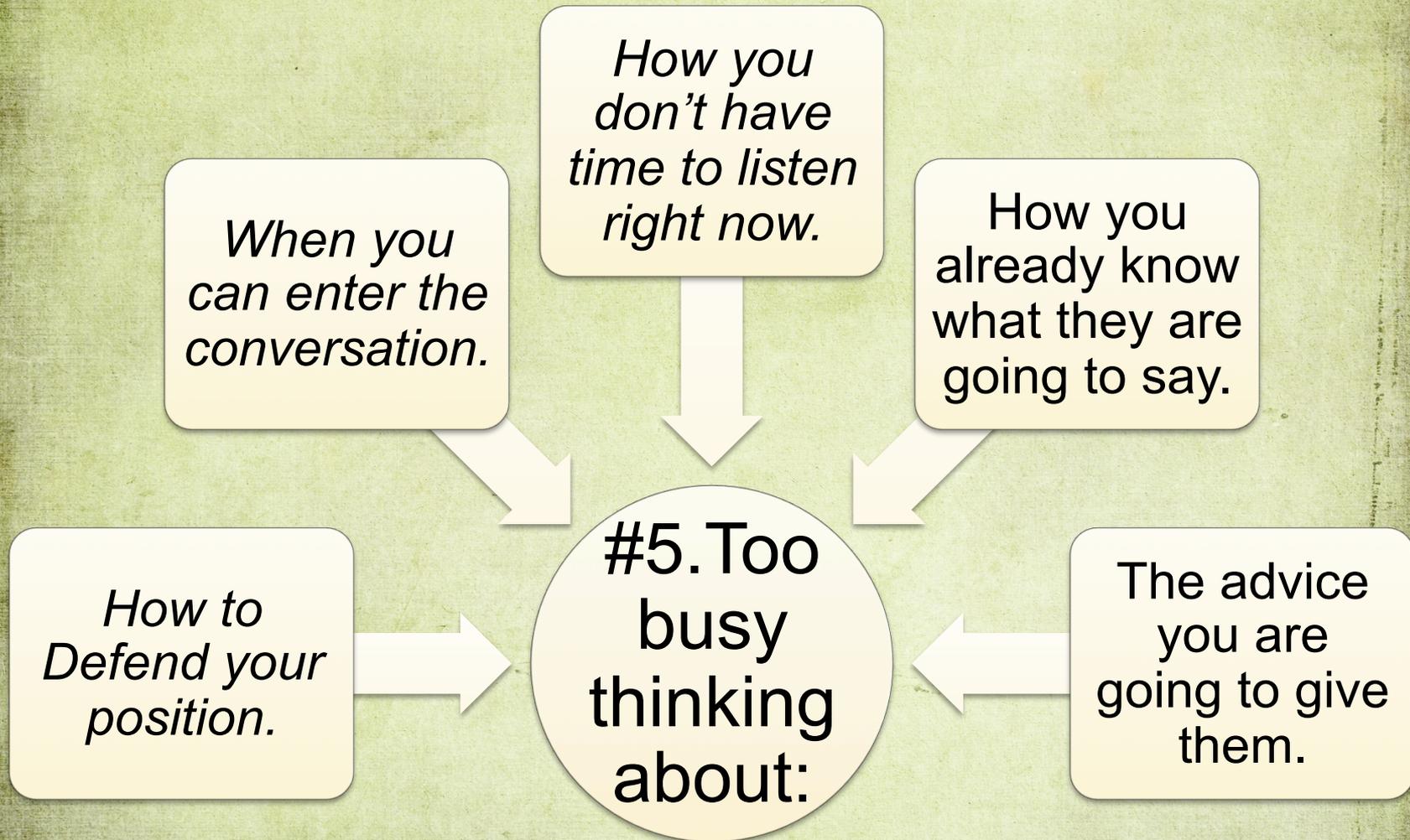
Don’t care about what is being said

#3 Forgetting parts of the message and then making assumptions based on what you think you heard.

Studies show people remember as little as 25% of what they hear.

#4 Learning to Ignore Sounds or Background Noise

Listening Barriers



Break down Listening Barriers through Active Listening

A type of listening where the listener focuses on the speaker and actively tries to draw the speaker's intended meaning out of his or her words.

Steps to Active Listening

1. Pay attention.

Give the speaker your undivided attention.

Put aside distracting thoughts. Don't mentally prepare a rebuttal!

Avoid being distracted by environmental factors.

"Listen" to the speaker's body language.

Refrain from side conversations when listening in a group setting.

2. Respond Appropriately.

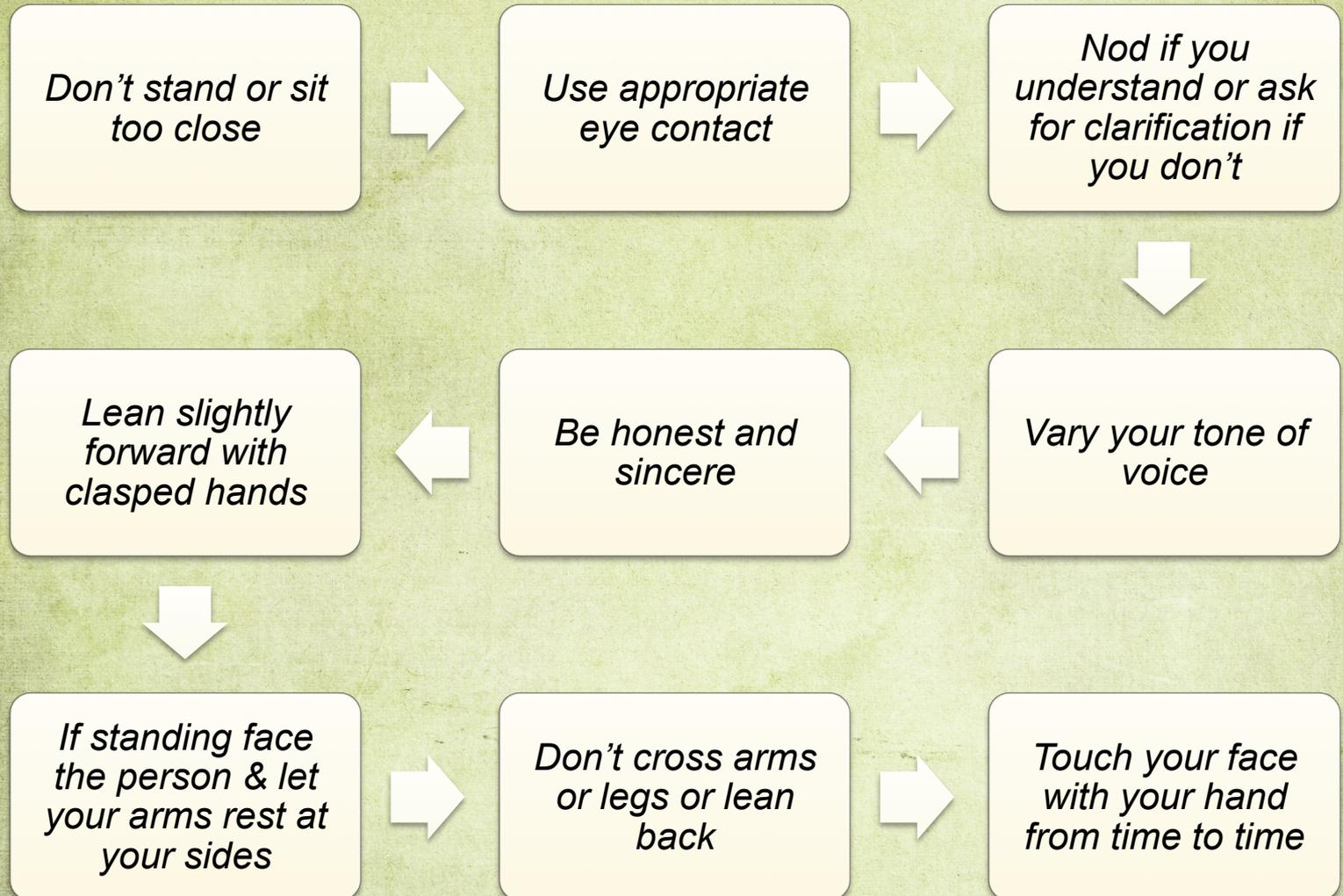
Be candid, open, and honest in your response.

Assert your opinions respectfully.

Treat the other person as he or she would want to be treated.

Don't interrupt with counter arguments. It frustrates the speaker and limits full understanding of the message.

Active Listening & Body Language



Active Listening by Reflective Listening

Reflective listening is listening to what the **speaker** is saying--then offering the **idea** back to the speaker--to **confirm** that you understand what they are saying.

Parroting

Paraphrasing

Repeating
Back
Exactly
what the
Speaker
Said

“What I
think I hear
you saying
is . . .”

“Correct
me if I’m
wrong, but
aren’t you
saying . . .”

“I hear you
saying. . .
Is that
right?”

“In other
words, you
think
that . . .?”

Case Study

- **Friend to Friend:** I just don't know what to do about my parents. It seems like they just don't understand me. Everything I like seems to go against their values, and they just won't accept my feelings as being right for me. It's not that they don't love me, they do, but they just don't accept me.
 - How would you respond using reflective listening?

Practice

Active Listening

- Get in groups of two
- Interview partner for 5 min.
- Interviewers job is to encourage partner to share information and feelings by using active listening.

Interview Round 1

- Interviewer needs to find out:
 - Where were they born?
 - How did you get your name?
 - What's the weirdest thing you've ever eaten?
 - What is their favorite holiday and one memory from that holiday.
 - Have you ever cheated?
 - What are your feelings about girls asking guys out on dates?

Interview Round #2

- Interviewer needs to find out:
 - How many siblings do they have and where do they fit in their family (first, middle, last, etc)
 - What is their favorite hobby?
 - Have they ever broken a bone or had an operation?
 - If you could go anywhere, where would you go?
 - Have they ever stolen anything?
 - What is their philosophy on kissing?

Evaluation

- Evaluate your listening skills.
 - Were you distracted while listening?
 - Did you feel heard by your partner?
 - How did you feel in each role?
 - Do you feel like you know your partner better after this activity?
 - Was there anything you noticed during this activity that made you feel your partner was or wasn't listening to you?