

Listening Skills

The Undervalued Skill

Are you listening?

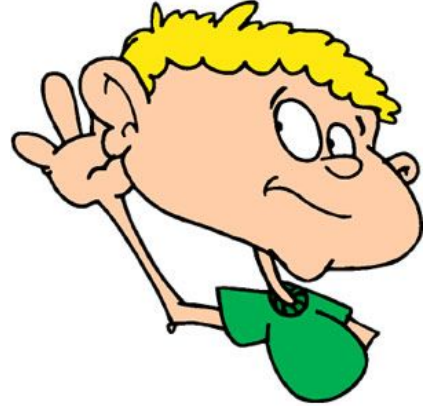


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What you will learn...

- What we think of ourselves as listeners
- How we feel when someone truly listens
- Why listening skills are important
- The different levels of listening
- Key reasons why we often fail to listen effectively
- Adopt simple listening techniques to ensure that you listen effectively



What is Your Listening Self-Concept?

How you think about yourself as a listener becomes a self-fulfilling prophecy



Listening Self-Concept

- Chances are you think you're a good listener.
- People's appraisal of their listening ability is much like their assessment of their driving skills, in that the great bulk of adults think they're above average.
- Most people think good listening comes down to doing three things:
 - Not talking when others are speaking
 - Letting others know you're listening through facial expressions and verbal sounds ("Mmm-hmm")
 - Being able to repeat what others have said, practically word-for-word



**When you talk,
you are only
repeating what
you already know;
but when you listen,
you may learn
something new.**

Dale Latta / @InspiringThinker

motivational-inspirational-world.blogspot.com

**The biggest
communication problem
is we do not listen to
understand.**

We listen to reply.



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Product of listening

We all have the need to:

- Be seen
- Known
- Responded to
- Confirmed
- Appreciated
- Care for
- Mirrored
- Recognised
- Identified

**One thing I hate
the most is being ignored.
If you don't want
to talk to me,
just say so, That way,
I don't have to make a fool of
MYSELF.**

LISTENING IS GIVING
THE OTHER PERSON
THE EXPERIENCE OF
BEING HEARD.

BIX BICKSON

Listening benefits and importance

- See and understand how they perceive their own situation
- Listening to the whole person, not just the words he or she may be using
- People open up when they know they're really being listened to; they expand; they have more presence. They feel safer and more secure as well, and can begin to trust
- Tendency and move towards habitual listening, particularly in the workplace
- Less data from peoples unique perspective and context is lost through others filtering process and more richness from the person's own experience can be harnessed

Levels of Listening

Different levels of listening - e.g. attending, accurate listening, empathic listening, generative empathic listening

Often in our everyday lives, we seldom need to listen at a deep level... so our listening muscles are not toned



Levels of listening

- Letting go of your own agenda
- Tuning into the other person with full attention
- Let the other person see you are attentive... physically demonstrate your attention; attention through your posture, facial expression, body language and response

... reconfirming what they already know

Attending

- Paraphrasing and reflecting back can help them sort things out
- More than listening to content, it encompasses body messages and messages in the vocal channel - the tone of voice used

... listeners pay attention to what differs from what they already know; ask questions to clarify understanding

Accurate listening

Levels of listening

- Matching of non-verbal cues
- Sensory frames
- metaphors

... helps show that the listener understands the speakers 'reality' ie they see the situation through the eyes of the speaker; project oneself into another person's point of view' experience the other's thoughts and feelings

Empathic listening

- Ability to playback and shape the emerging story

... listening connects to a deeper source of knowing; to pay close attention to what is being said beneath the words

Generative empathic listening

Comparison of empathic and authentic listening

Empathic listening

To try to understand the client

To suspend prejudices in order to reproduce the patient's experience in 'me' as helper

V's

Authentic listening

To be present for the patient

To affirm and use both nurse and patient prejudices in order to produce meaning

Techniques to improve listening skills

- One must possess the desire to listen
- You must listen for deeper meaning
- Listen for the paralanguage (tone, pitch, speed, hesitation noises, gesture, facial expression) of speech
- Impression of hierarchy, where there are 'higher' or 'deeper' levels of listening
- Be prepared, keep positive attitude, listen to understand, focus your attention, concentrate on context



Take home points

- Listening is an undervalued skill
- Know your listening self-concept
- Be aware of your impact on others
- Listening is a skill that we can all learn and improve on
- Practice deep or high level listening
- Take the steps to being an effective listener





**THANK
YOU**
for
**LISTENING TO
MY PRESENTATION**

References

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