



Listening Skills for Boosting Communication

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DALE CARNEGIE®
TRAINING

Ever Feel Like This?

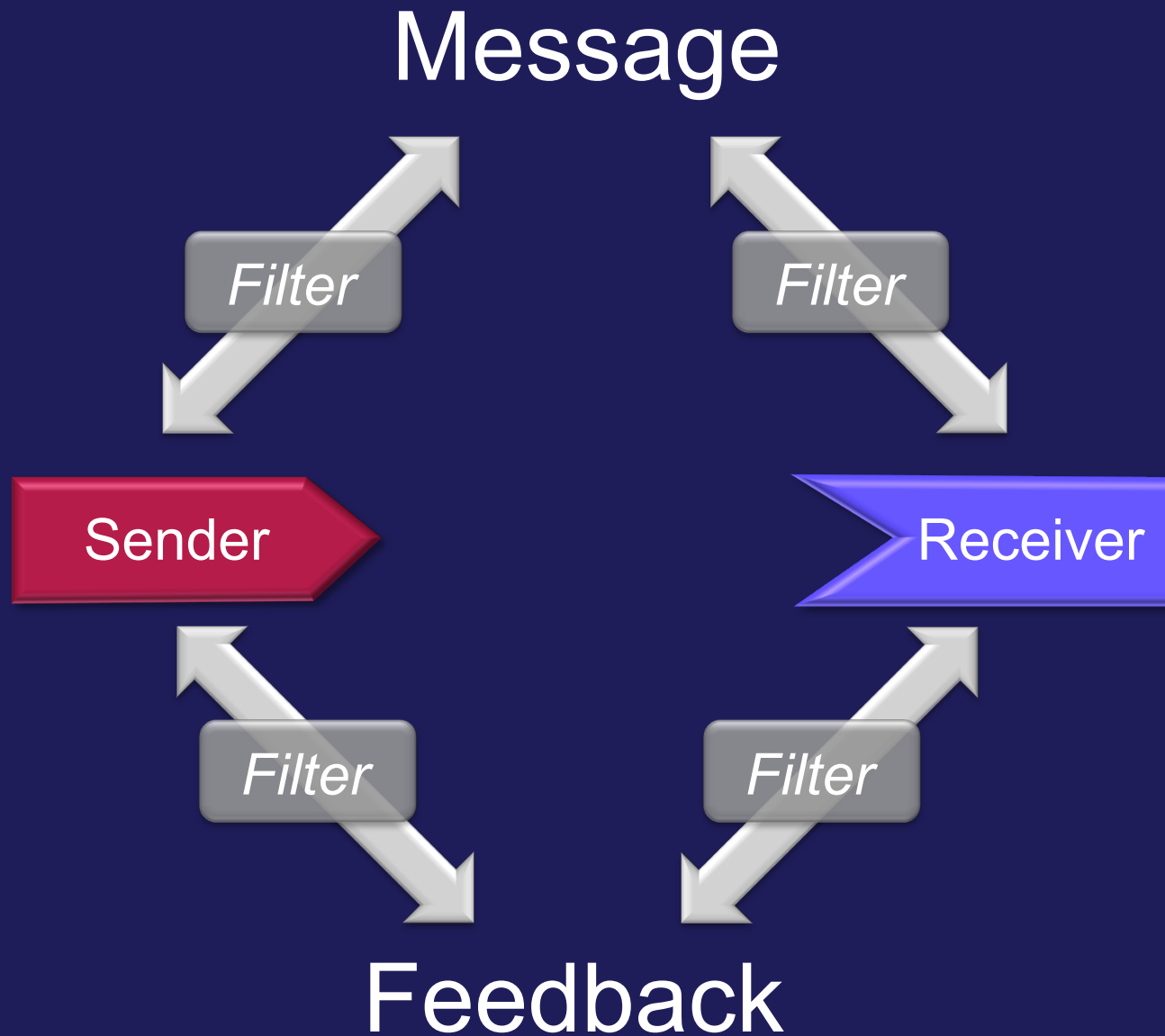
It's Not The Nail

Objectives

- Assess listening skills and work to overcome listening filters
- Apply effective approaches to deal with different types of listeners
- Engage others by asking factual, causative, and values-based questions



Barriers to Listening



Listening Skills Scoring

105–120

You are a skilled listener. Obtain a second opinion to make sure you have an accurate perception of your listening skills

95–104

Listening is a top priority for you

85–94

You listen when it's convenient for you

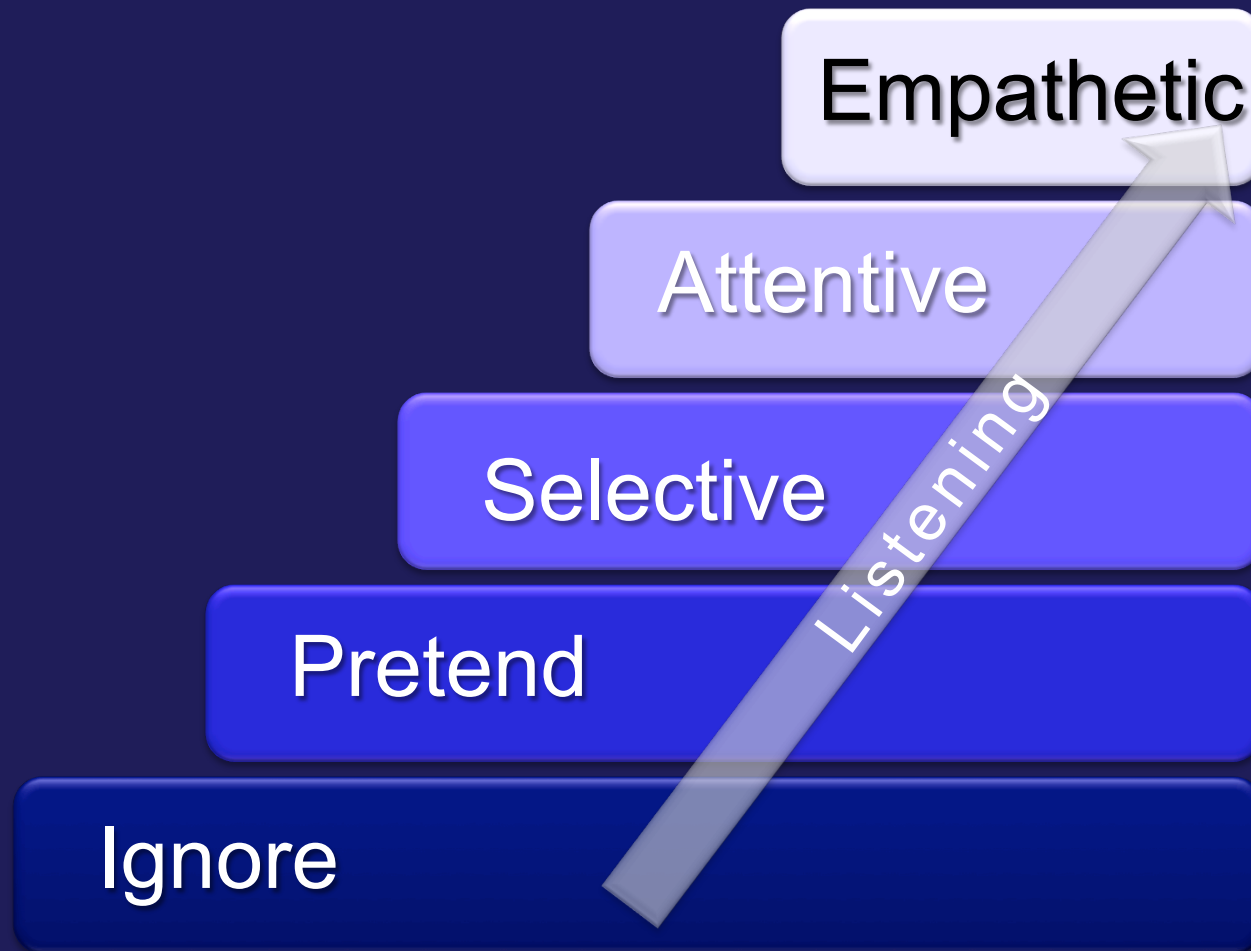
75–84

You are an occasional listener

74 & below

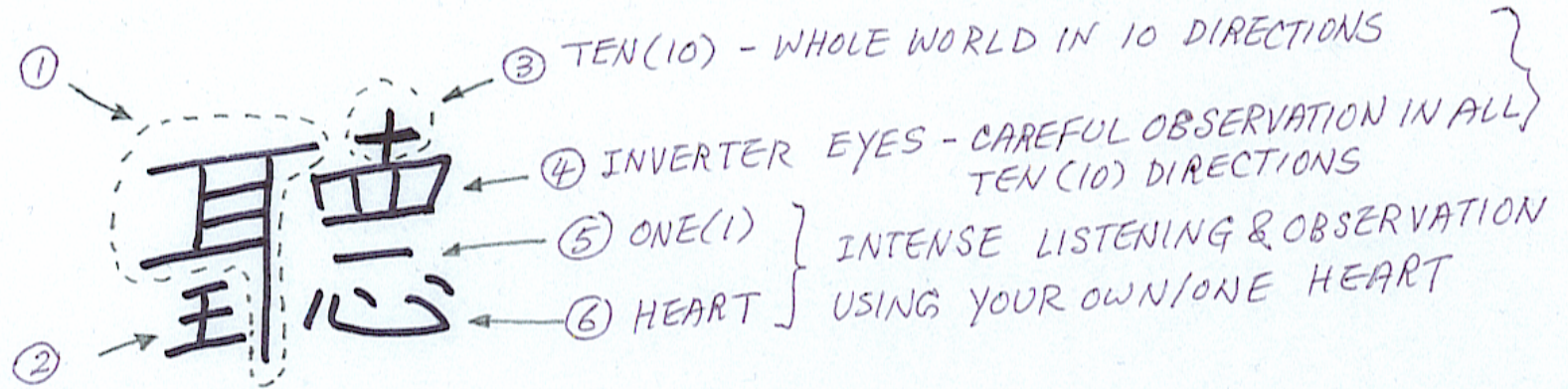
You are brutally honest and have a great potential for improvement

Levels of Listening



CHINESE CHARACTER "LISTEN" - TRANSLATION BY DR. TOMMY TONG

① EAR - LISTEN CAREFULLY



② KING, CHIEF
- LISTEN AS IF WORDS
WERE COMING FROM
YOUR KING/CHIEF

Listening Principles



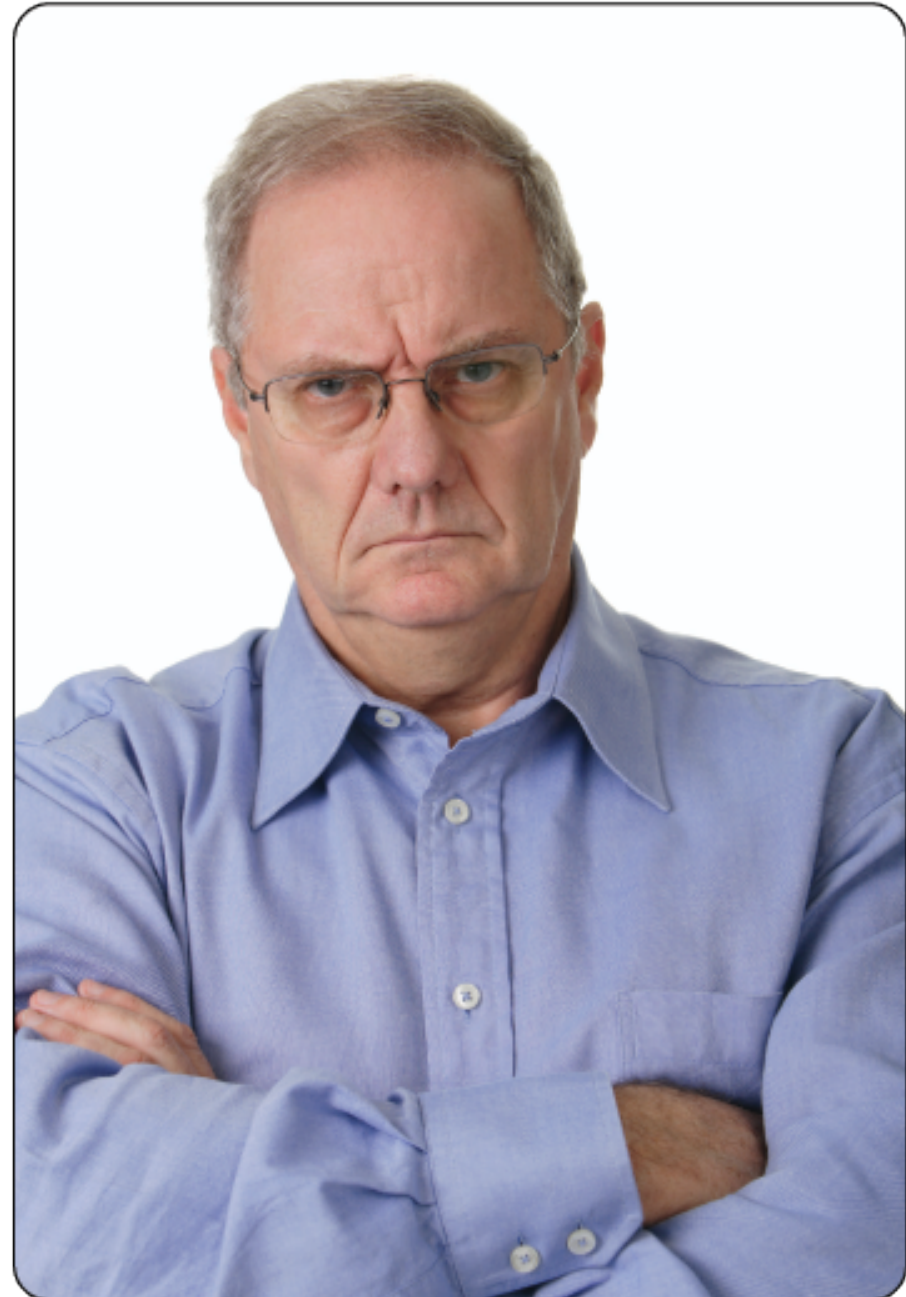
What You See Is What You Get

Positive Body
Language



What You See Is What You Get

Negative Body
Language



Seven Types of Listeners

- The “Preoccupieds”
- The “Out-to-Lunchers”
- The “Interrupters”
- The “Whatevers”
- The “Combatives”
- The “Analysts”
- The “Engagers”



Discussion Points

- For each type, discuss:
 - The impact of that type of listener on others
 - Tips for overcoming this tendency in ourselves
 - Suggestions for dealing with this type of listener



Questioning Building Blocks

- Elementary
- Elaborative
- Evaluative



The Innerview: Types of Questions

- Factual
- Causative
- Values-based



Response Generators

- Oh?
- In what way?
- How so?
- Tell me more...
- Give me an example...



Summary

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