Listening Skills for Boosting Communication

George Cassar
Trainer & Performance Consultant
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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

Message

Feedback

Sender

Receiver

Filter

Filter

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

Listening is a top priority for you.

You listen when it’s convenient for you.

You are an occasional listener.

You are brutally honest and have a great potential for improvement.
Listening Scale

Attentive

Selective

Distracted

Time
Levels of Listening

- Ignore
- Pretend
- Selective
- Attentive
- Empathetic
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
3. Ten (10) - Whole world in 10 directions
4. Inverter eyes - Careful observation in all ten (10) directions
5. One (1) - Intense listening & observation
6. Heart - Using your own/one heart

Dr. Tommy Tong (8/2/05)
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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- Applied effective approaches to deal with different types of listeners
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