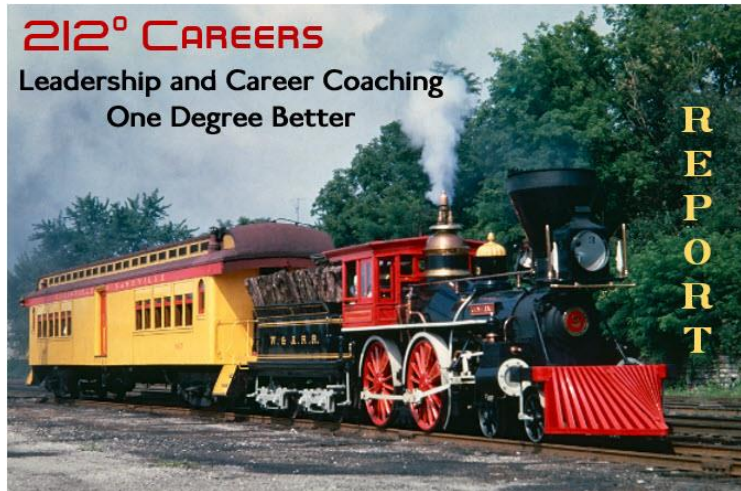


Develop Better Listening Skills





This report includes **nine powerful tips** and **three actionable steps** you can take immediately.

It also includes a list of **suggested readings** for even more information.

TOP TIPS

Many people seek to improve their communication skills. They want to be better public speakers. They want to be better writers. They often ignore something equally important. Listening. Build good listening skills, and you will improve your relationships, enjoy more success, and improve your knowledge base. Here are some tips to help you develop your listening skills.

I've asked the following questions of 100's of workshop participants, mostly managers:

1. How many of you have been formally taught how to write?
2. How many of you have been formally taught math?
3. How many of you have been formally taught how to speak?
- 4. How many of you have been formally taught how to listen?**

100% of respond "Yes" to writing and math questions. 75 – 80% say "Yes" to the speech question. (Typically, a high school or college "speech" course)

Generously, I'll say 5 – 10% respond "Yes" to the listening question. In most workshops, there was no one.

In 1979, the Sperry Corporation launched a national advertising campaign and a training program stating "Sperry Listens." 13,000 Sperry employees were trained in the first year. The program became available outside Sperry, and I taught the "Sperry Listens" program multiple times.

1. Actively Focus Your Energy

It might sound silly, but becoming a better listener starts with listening better. You must **actively focus** on listening and understanding the people in your life. This means focusing all your energy on what you are trying to listen to.

2. Don't Judge or Jump to Conclusions

The person who gets the most out of what someone says listens without judgment. They don't jump to conclusions because they believe they know what the person will say next. Focus on listening to what a person is telling you rather than judging to a conclusion that hasn't yet been spoken.

3. Schedule Listening Practice

If you want to get better at anything, you need to practice. This is true if you want to brush up on your listening skills. Pull out your day planner or set an alert on your phone. Take the time to schedule listening practice. This practice can be with a friend or even listening to a podcast.

4. Fully Engage in The Moment

Whether it's a smartphone, laptop, or simply wandering thoughts, it's essential to put them aside when someone is speaking. By being present in the moment, you show respect to the speaker and are more likely to absorb and understand their message.

5. Try Not to Interrupt

Becoming a better listener is all about prioritizing the speaker. Sometimes, we're all guilty of interrupting people while they are speaking. It just happens. This is not only rude, but it can also negatively impact your ability to process important information.

6. Take Notes

The physical act of writing something down improves recall. It helps you remember what the person said later. Also, when you take notes, you must listen carefully. This is also a great way to jot down questions for later - instead of interrupting the speaker.

7. Paraphrase and Summarize

After the speaker finishes their point or pauses, briefly summarize or restate what they said in your own words. This demonstrates that you've been paying attention and gives the speaker a chance to clarify if there was any misunderstanding.

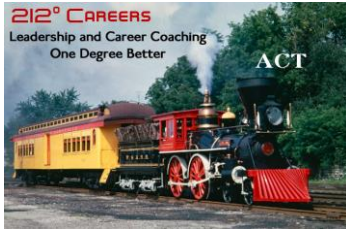
8. Ask Open Ended Questions

Sometimes, good listening requires you to speak. Instead of questions that can be answered with a simple "yes" or "no," pose questions encouraging deeper conversation and showing you're genuinely interested in understanding their perspective.

9. Don't Forget to Empathize with the Speaker

Try to understand the emotions and motivations behind what the other person is saying. This doesn't necessarily mean you must agree, but understanding their perspective fosters better communication. This also helps keep your mind open and provides more opportunities to learn.

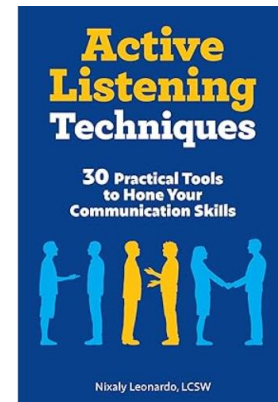
FAST-ACTION STEPS



1. After significant conversations, take a few minutes to jot down the main points and your feelings. This action will reinforce your memory of the conversation and refine your listening skills over time.
2. Dedicate five minutes a day to practice focused listening. This could be listening to a song, a podcast, or even nature sounds. The goal is to concentrate solely on what you're hearing without allowing your mind to wander. When you catch your mind drifting, gently bring your attention to the sound.
3. After someone finishes speaking, wait three seconds before you respond. These moments of pause achieve multiple things: they ensure the speaker has finished their thought, give you a moment to process what's been said, and show the speaker that you're giving their words careful consideration.

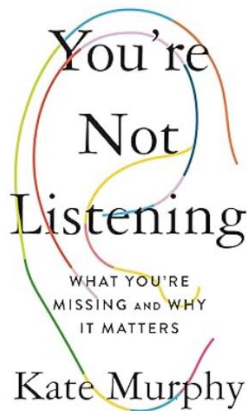
FURTHER READINGS

1. Active Listening Techniques

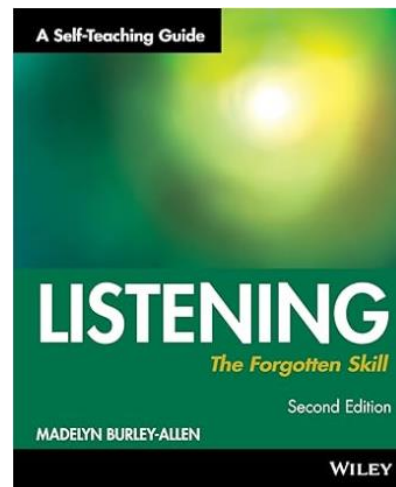


2. You're Not Listening

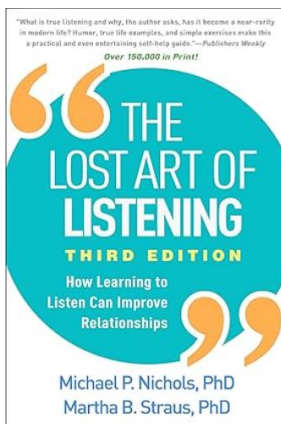
<https://www.amazon.com/Youre-Not-Listening-Missing-Matters/dp/1250779871/>



3. Listening: The Forgotten Skill



4. The Lost Art of Listening



5. The Art of Active Listening

