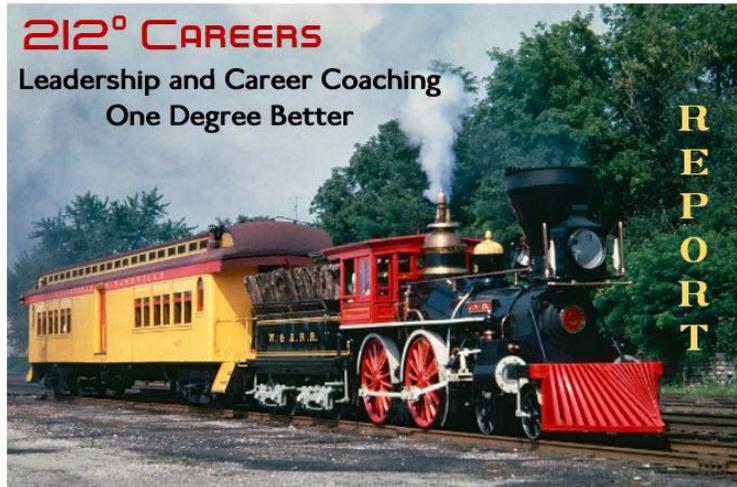


Develop Better Listening Skills





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.

Scan the QR Code to visit 212-Careers.



TOP TIPS

Many people seek to improve their communication skills. They want to improve their public speaking skills. They want to be better writers. They often ignore something equally important. Listening. Develop good listening skills, and you will enhance your relationships, achieve greater success, and expand 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?**

One hundred percent of respondents answered "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." In the first year, 13,000 Sperry employees were trained. The program became available outside Sperry, and I taught the "Sperry Listens" program multiple times.

1. Actively Focus Your Energy

Becoming a better listener begins with listening more effectively. 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 is the one who 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 jumping to a conclusion that hasn't been spoken yet.

3. Schedule Listening Practice

To improve at anything, you need to practice regularly. 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 done with a friend or even by 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 others while they're 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. Additionally, when taking notes, it is essential to 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.

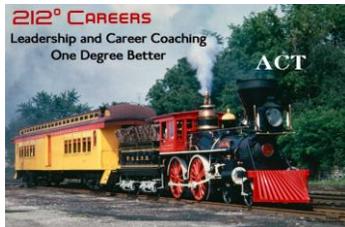
8. Ask Open-Ended Questions

Sometimes, good listening requires you to speak. Instead of questions that can be answered with a simple "yes" or "no," pose questions that encourage deeper conversation and show 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.

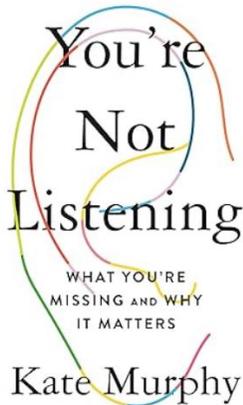
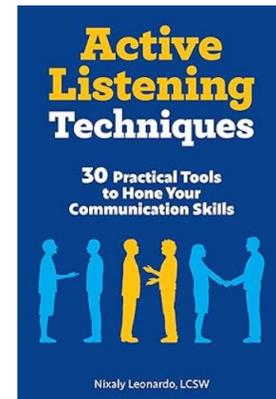
FAST-ACTION STEPS



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 your mind drifts, gently bring your attention back to the sound.
3. After someone finishes speaking, wait three seconds before you respond. These moments of pause serve multiple purposes: they ensure the speaker has finished their thought, give you a moment to process what has been said, and demonstrate to the speaker that you're giving their words careful consideration.

FURTHER READINGS

1. Active Listening Techniques

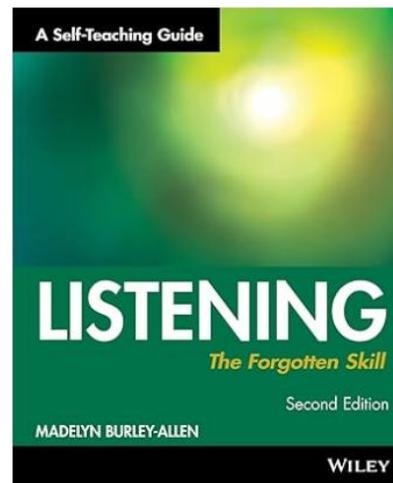


2. You're Not Listening

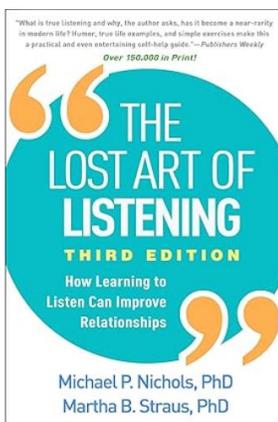
<https://www.amazon.com/Youre-Not-Listening-Missing-Matters/dp/1250779871/>

3. Listening: The Forgotten Skill

“Highly Recommended”



4. The Lost Art of Listening



5. The Art of Active Listening

