



# LISTENING WELL

Listening involves more than just hearing. Indeed when there is a lot to take in, it is easy to miss things or even forget things you've just been told. In this Challenge we'll look at why listening well is so important and how important it is to be really heard.

## 1 How do you feel when someone isn't really listening to you?

**FIND YOUR FEELINGS**



**I feel**

.....  
 .....  
 .....

**Because**

.....  
 .....

**As we grow up we develop patterns of listening.**

- Who has influenced your listening skills?
- Has having a mobile phone made you a better listener?
- Is it hard to listen to others if you feel that no-one listens to you?

**How do you rate yourself as a listener?**

**Poor** ..... **Fair** ..... **Great**

**2 What are four signs of a really good listener?**

1.....  
.....

2.....  
.....

3.....  
.....

4.....  
.....



**If you are a good listener you are an **active** listener; someone who makes a conscious effort to hear and understand intently so as to get the complete message.**

Active listening is a skill and the more you develop the skill, the more you understand, the more you understand the better you can get on with people and that's vital at work because you are;

- ✓ Able to remember what people have said.
- ✓ Able to read people's emotions behind the words.
- ✓ Able to fully understand instructions.
- ✓ Able to avoid misunderstandings.
- ✓ Able to connect with people and build rapport and trust
- ✓ Able to be heard, because if you listen to others, it makes it more likely that they will listen to you!

- 3** Although we are taught to read and write, we very rarely have lessons on how to listen well.



**7 practical things which will help you be a better listener.**

**1. Think before you start listening - 'Am I ready to listen?'**

Try to put aside your agenda, tune in to listen to yourself before you listen to others.

**2. Zone in on the person who is speaking.**

Try to block out the background noise around you.

**3. Make sure you look at the person who is speaking**

Make eye contact and show you are listening (with nods) and read their body language when they are talking.

**4. Put your own thoughts on hold.**

Resist the urge to start thinking about what you are going to say because as soon as you do this your mind can start wandering and aren't listen as well.

**5. Try to avoid interrupting the person**

They say successful negotiators listen more than they talk

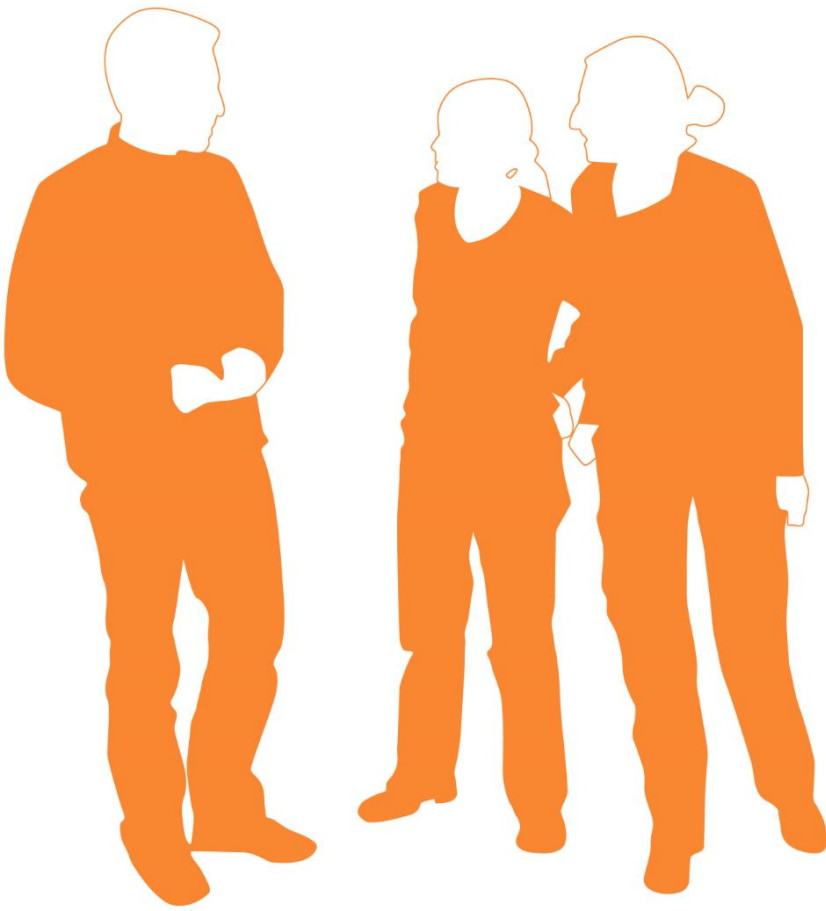
**6. Provide feedback on what they've said for clarification**

E.g. "So if I hear you correctly you're saying...." Make notes if it helps you to capture key parts of the conversation

**7. Don't be afraid of the silence**

After someone has stopped talking you can still think what they have said and it shows you were listening.

#### 4 Role Play Challenge



Get into a group of 3 people and take it in turns to practice active listening.

The first person has to think of an imaginary story they will then share which will have at least 5 key important things you want to tell as you share your story to the listener. These 5 things don't have to be big dramatic thing!

After the person has shared their story talk about how it went.

- Did both listeners pick up on the 5 key things that were shared in the story?
- Did both listeners make the speaker feel comfortable and relaxed?
- What was the body language like?
- What did you learn about listening?

How do you feel when people really are listening to you?

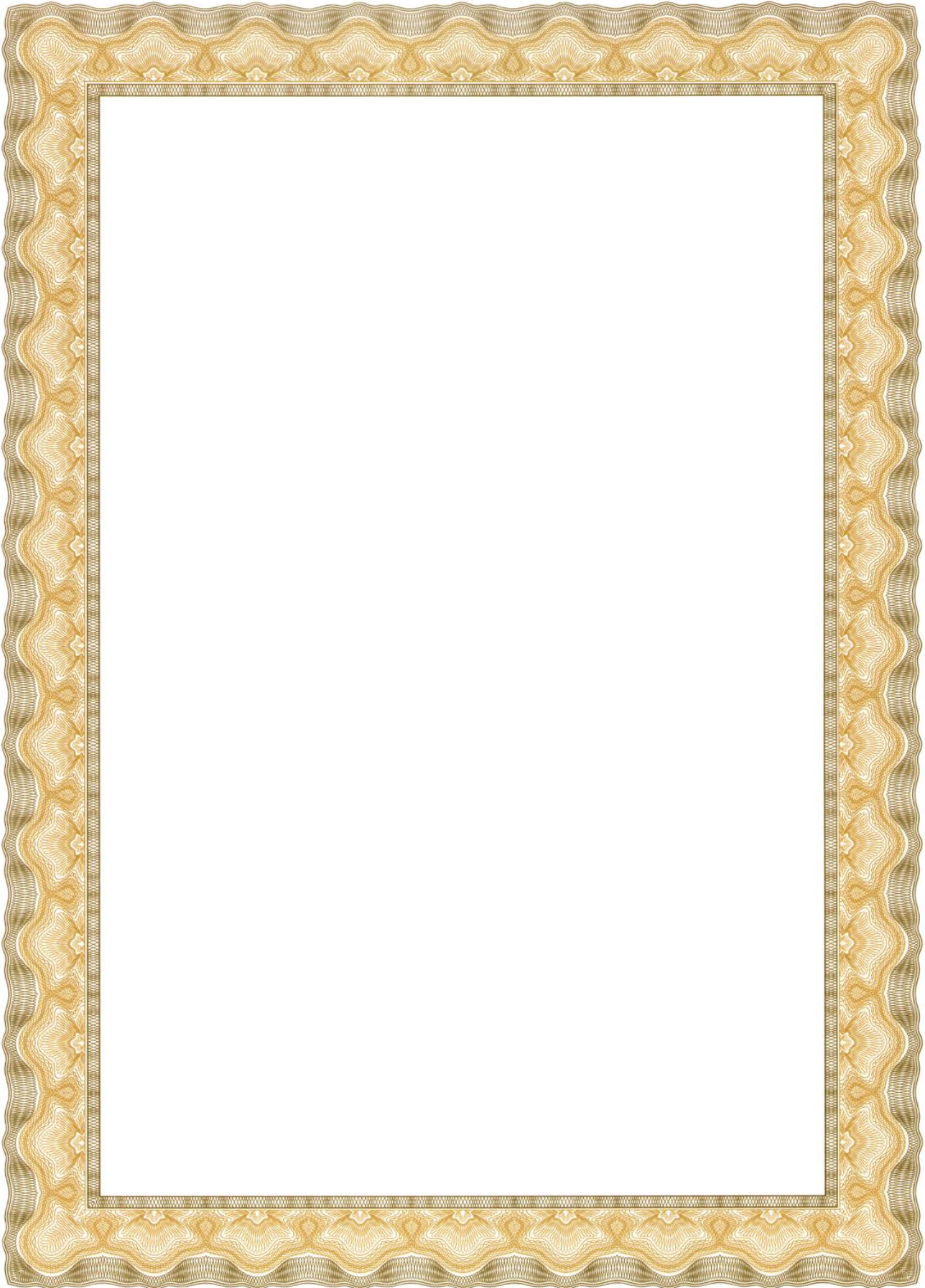
.....

.....

.....

Active listening is something which needs to be learned and practiced every day and when it is genuine you begin to hear what's behind the words- the underlying emotions, the needs their wants of the person. Indeed you become more **empathetic**.

## 5 CHALLENGE DESIGN A POSTER TO PROMOTE LISTENING



It could include a message about listening better when you are on your mobile, on social media, with your mates at work.