

**Art of Listening
by
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LEVERAGING PEOPLE FOR TOMORROW...



THE ART OF **LISTENING**



Listening – Important Quote

It is time to press the pause button, put your smart phone to silent.

Shut out the tweets, trolls & sound bites
And stop the windmills in our minds

It is time to listen.....

To listen the whispers in the trees the caring in our hearts

And most of all, to the voice of people not like us
Then we learn & find solutions for living together on our shared Earth...

Arun Maira

Listening - Intro...

- Almost 45% of time we spend in listening. Whereas in writing 9%, reading 16%, & in speaking 30%
- An essential management & leadership skill
- A process of receiving interpreting & reacting to message
- Difference between listening & hearing



Purpose of listening

- Listening for GIST – What, Who & Why
- Listening for specific information
- Listening for Details
- Inferential listening
- Note Taking
- Dictation
- Listen & to do



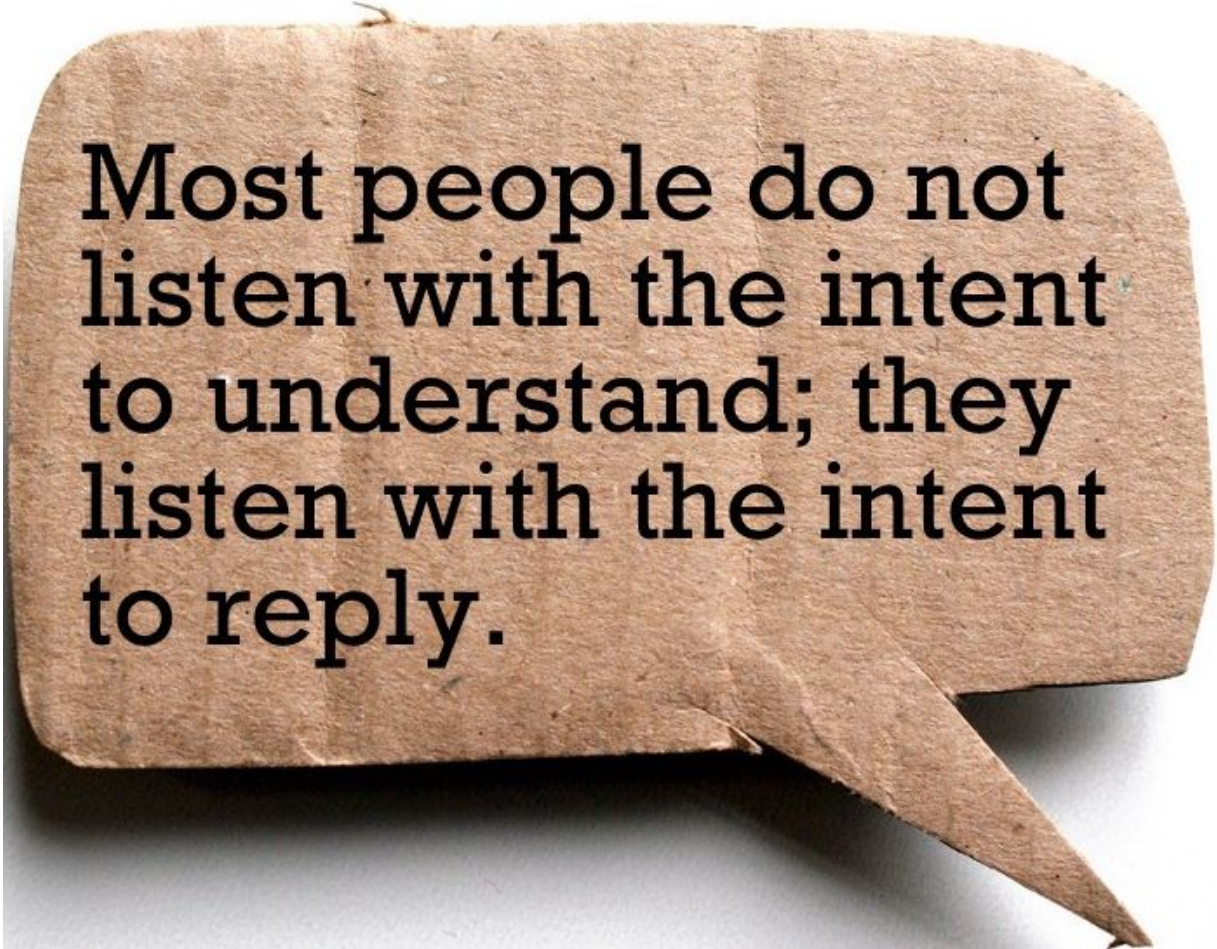
Listening Sources - Examples

- Teacher Talk
- Student Talk
- Guest Speakers Talk
- Text Book Recording
- Customer Talk
- Friends Talk
- Boss Talk
- Ted Talk
- Social/Internet Talk
- Television/Video/DVD/Radio
- Songs



Stages of Listening

- Pre - listening
- While listening
- Post - listening

A piece of brown cardboard with a speech bubble shape, containing text. The cardboard is light brown and has a rough, textured surface. The speech bubble has a pointed tail at the bottom right. The text is written in a black, serif font.

Most people do not listen with the intent to understand; they listen with the intent to reply.

Stages of Listening Process

- Hearing
- Focus on Message
- Comprehending
- Interpreting
- Analyzing & Evaluating
- Responding
- Remembering



The greatest Gift you can Give others is the Purity of your attention...Richard Moss

Why to be a good listener?

To understand the needs of the CUSTOMERS

1. To be recognized & remembered
2. To feel valued
3. To feel appreciated
4. To feel respected
5. To feel understood
6. To feel comfortable about wants & needs



**SEEK FIRST TO UNDERSTAND THAN TO BE UNDERSTOOD -
STEPHEN COVEY**

What makes a good listening text

- Content & Delivery
- Interest
- Cultural Accessibility
- Discourse structure
- Density
- Language level
- Length
- Quality of reading & speed
- Accent
- Number of speakers



Traits of a good listener?

- Non evaluative
- Paraphrasing
- Reflecting implications
- Reflecting hidden feelings
- Inviting further contributions
- Responding non verbally



Listen means

- L - Look interested – get interested
- I - Involve yourself by responding
- S - Stay on target
- T - Test your understanding
- E - Evaluate the message
- N - Neutralize your feeling



Listening creates acceptance & openness .. It conveys the message that I am not judging you

Listen means

LISTENING IS THE MOST POWERFUL FORM OF
ACKNOWLEDGEMENT...

... a way of saying that....



Listening

Listening reduces stress & tensions, it minimize confusion & misunderstanding

Listening is critical in conflict resolution

Listening helps us to empathize

Listening is an active process

The universe talks to all of us, we just need to know How to listen...

Listening is the hardest thing in the world..

People never listen without a purpose, except perhaps in a language class – Gary Buck

Barriers to Listening

- Uninteresting topic
- Speaker Delivery
- External distractions
- Mental preparing response
- Listening for facts
- Personal concerns
- Personal bias/reactions
- Language & culture differences
- Faking attention
- Poor Motivation

2% of us have had formal educational experience with listening

Bad Listening Habits

- Criticizing the subject or speaker
- Getting over stimulated
- listening only for facts
- Not taking notes or outlining everything
- Tolerating or creating distraction
- Letting emotional words block message
- Wasting time difference between speed of speech & speed of thought

Listening is following & understanding the sound.. It is hearing with a purpose..

Listening vs. hearing

- Hearing – Physical process; natural; passive
- Listening – Physical & mental process; active; learned process; a skill
- Hearing is easy - Listening is hard!

You must choose to participate in the process of listening

You do not listen with just your ears. You listen with your eyes and with your sense of touch. You listen with your mind, your heart, your imagination

Receiving Skills

- **Hearing** : the physiological process of receiving sound or other stimuli
- **Attention**: the conscious & unconscious process of focusing attention on external stimuli
- **Interpretation**: the process of decoding the symbol or behavior attended to
- **Evaluation**: the process of deciding the value of information to receiver
- **Remembering**: the process of placing the appropriate information into short term or long term storage
- **Responding**: the process of giving feedback to the source and/or other receiver

Facts about listening

- Listening is our primary communication activity
- Our listening habits are not the result of training but the lack of it
- Most individual's are ineffective listeners
- Inefficient & ineffective listening is extraordinarily costly
- Good listening can be taught

Good Listening helps you to take better decisions and make better relations..

Effective listening

- Find area of interest
- Hold your fire
- Listen for ideas
- Be flexible note taker
- Work on listening
- Resist distraction
- Exercise your mind
- Keep your mind open
- Thought is faster than speech: use it
- Ask questions

Types of listening

- Inactive or passive listening
- Selective listening
- Active listening
- Empathetic Listening
- Reflective listening
- Ignoring listening
- Emotional listening

Listening not only to the words but also to the feelings of the individual that is being conveyed.....

How to listen effectively

- Stop talking – be silent
- Prepare to listen
- Show interest
- Empathize
- Ask Questions
- Maintain Eye Contact
- Practice Listening
- Listen creatively
- Put your entirety
- Adjust to situation
- Focus on key points

Benefits of Effective Listening

- Enhances Productivity
- Improves Relations
- Avoid Conflicts
- Improve Understanding
- Improve Negotiation skills
- Helps you to stand out
- You will be appreciated
- Adds to your image & personality







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