



Are You Listening? Improving This Essential Skill

A 60-minute Webinar

BECOMING AWARE OF LISTENING STYLES

According to Larry Barker and Kittie Wilson in their book "Listen Up," there are 4 basic "preferred styles of listening:"

P _____-oriented

C _____-oriented

A _____-oriented

T _____-oriented

Which "preference" do you think the following people might exhibit?

Accountant _____

Sports coach _____

Short-order cook _____

Social worker _____

Which listening style is your "normal" preference? _____

Points to remember about "listening preferences:"

1) Listening preferences can _____ as a result of:

a) _____ of day

b) _____ available

c) _____

d) _____

e) _____

f) _____

2) There is no _____ way to listen.

3) The key is to become _____ of listening styles, so we can adapt **our listening style** to the _____.

List someone you know whose “listening style” is usually:

People-oriented _____

Action-oriented _____

Content-oriented _____

Time-oriented _____

How should we communicate with:

People-oriented listeners? _____

Action-oriented listeners? _____

Content-oriented listeners? _____

Time-oriented listeners? _____

The biggest puzzle regarding listening is that most of us agree we don't do it well, but

do nothing to _____!

One thing I can do differently as a result of learning about listening styles is:

20 WAYS TO IMPROVE OUR LISTENING SKILLS

1. Resist _____, stay _____.

2. Develop _____ skills.

3. Judge _____, not delivery.

4. Learn to listen _____.

5. Listen for _____.

6. Determine whether the person is expressing _____
or _____.
7. Respond to their _____, before responding **with facts**.
8. Listen "for" **emotions**, not "to" **people**.
 - a. _____
 - b. _____
 - c. _____
 - d. _____
9. Listen at least _____ as much as you speak.
10. Avoid _____.
11. Delay _____.
12. Don't _____.
13. Keep from _____ except to draw out the other person's thoughts.
14. Keep an _____.
15. Use _____ questions.
16. Avoid _____ thoughts.
17. Notice _____ clues.
18. _____, so that they know you are there.
19. When responding, use **short** responses when the speaker is saying something
_____ to them.
20. _____ what they've said.

Remember that 2 monologues do not make a dialogue!

I tend **not** to listen when... _____

This is what I **will** do differently to enhance my listening skills: _____

...especially with _____