


# LISTENING BETWEEN THE LINES







Seek first to understand,  
then to be understood.

Stephen R. Covey



# The Facts



75% The amount of time we spend distracted, preoccupied or just plain forgetful

50% How much information we usually recall IMMEDIATELY after we listen to someone talk

45% Amount of time we spend listening to others

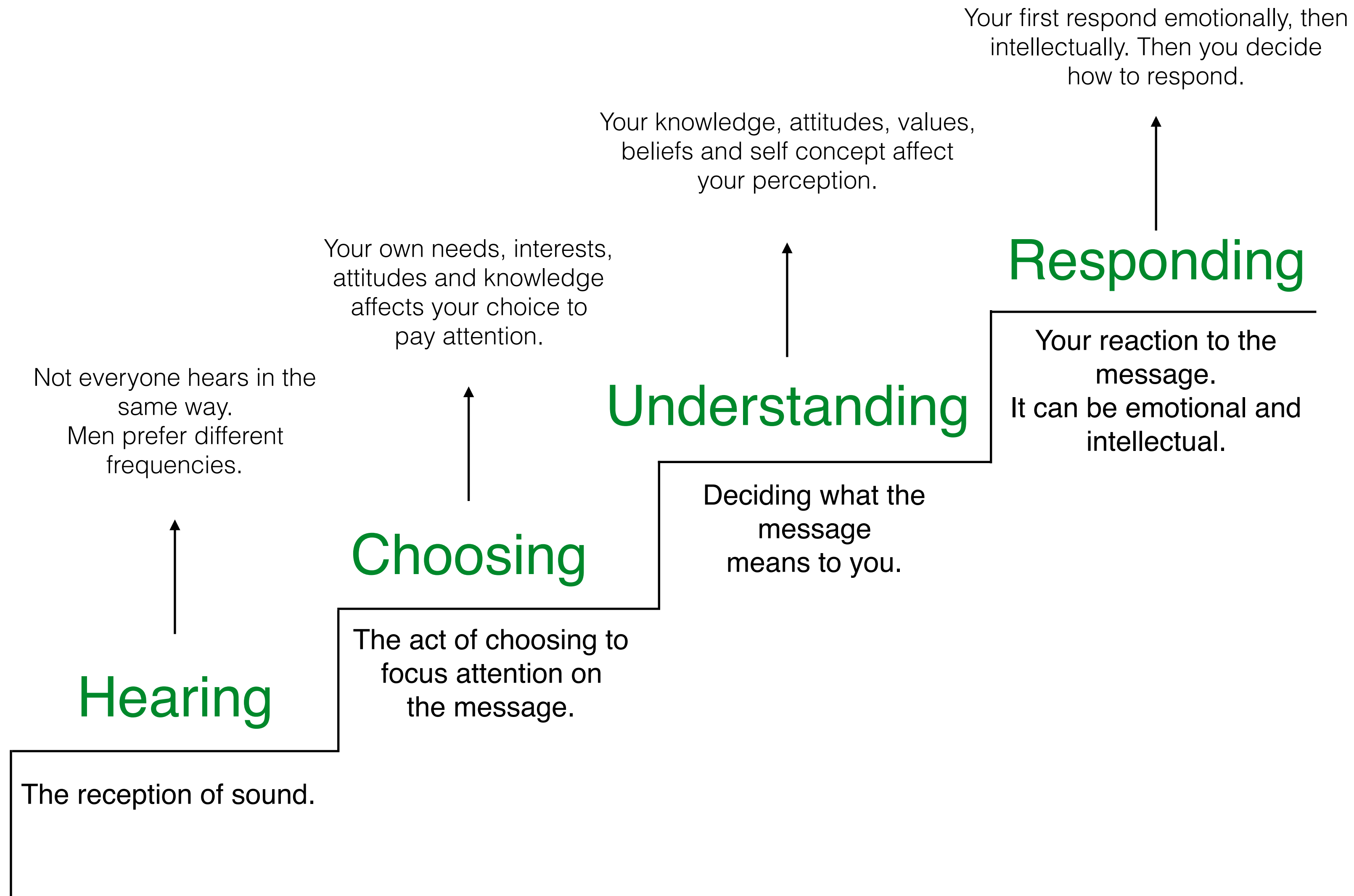
20% How much we remember of what we hear

We listen at 125-250 words per minute, but we think at 1,000-3,000 words per minute...

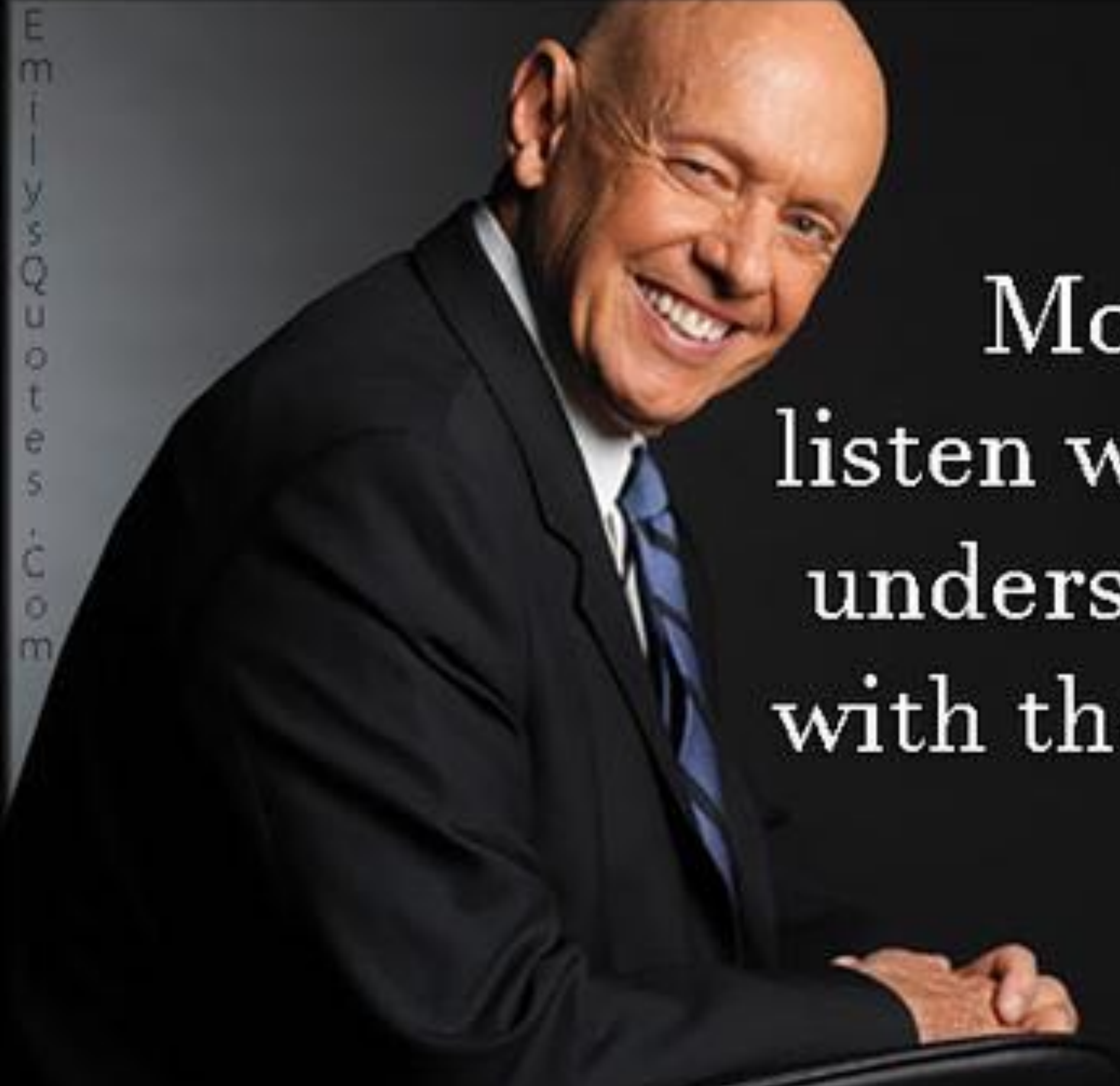
Number of business studies that indicate that listening is a top skill needed for business. More than 35.

2% Amount of us who have had formal educational experience with listening

# Steps in the Listening Process







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

*~Stephen R. Covey*

# Poor Listeners



Planning their response while the other person is talking

Assuming they know what the other person is going to say

Letting their mind wander to something that seems more important

Interpreting the speaker's message to match their own views

Sharing their own experience rather than asking about the speaker's experience

Offering advice before being asked

Getting defensive about negative feedback



# What Makes a Good Listener?



Listening is  
an art that  
requires attention  
over talent,  
spirit over ego,  
others over self.

-Dean Jackson



# How It Goes Pear Shaped



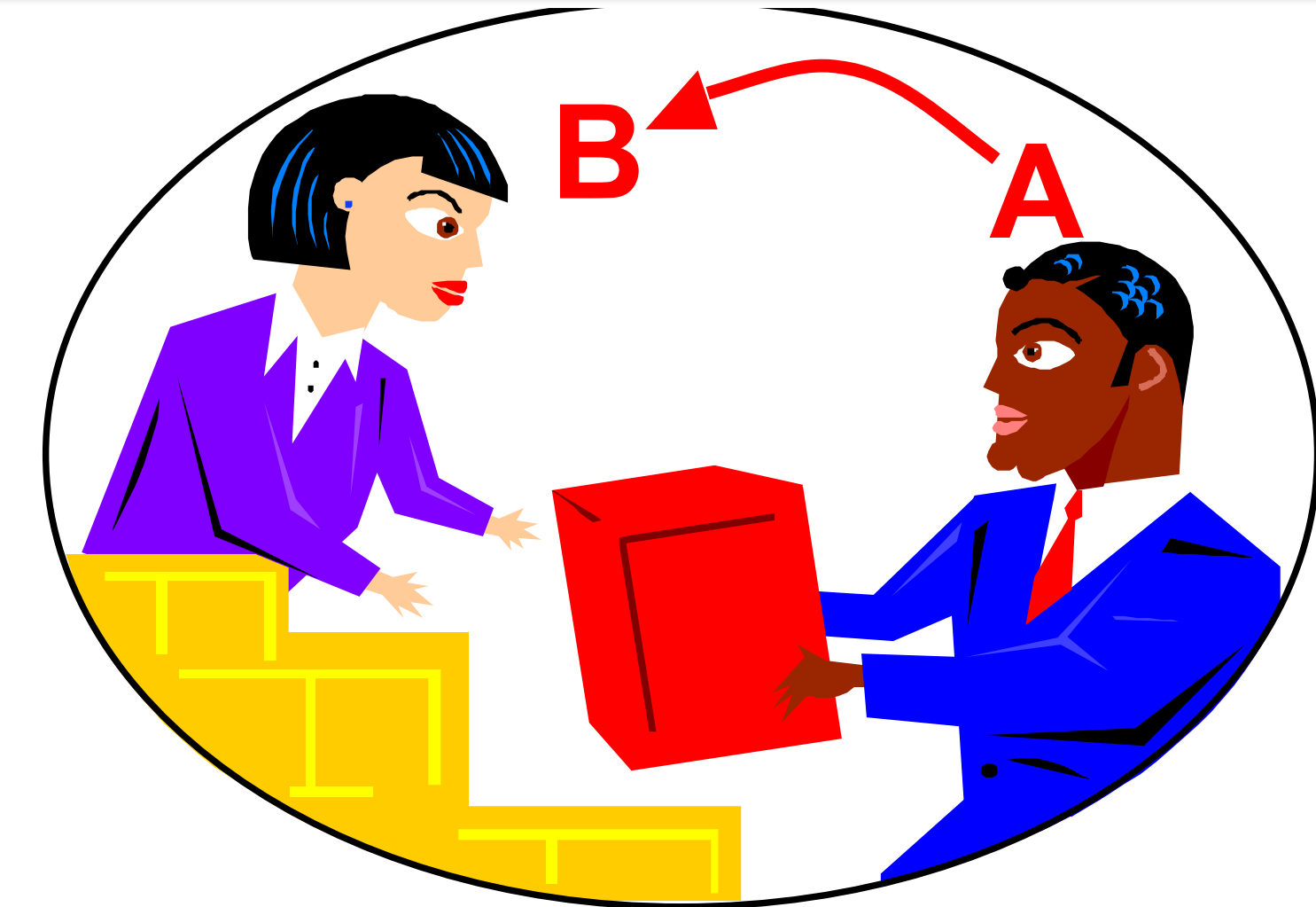
1. Person **A** sends a message.
2. Person **B** refutes **A**
3. Person **A** repeats original message  
(emphasising each syllable)
4. Person **B** still disagrees
5. Person **A** repeats original message  
(adds energy)
6. Person **B** still disagrees
7. Person **A** repeats original message  
(brings up history)
8. Person **B** still disagrees
9. Person **A** repeats original message  
(grabs the high moral ground)



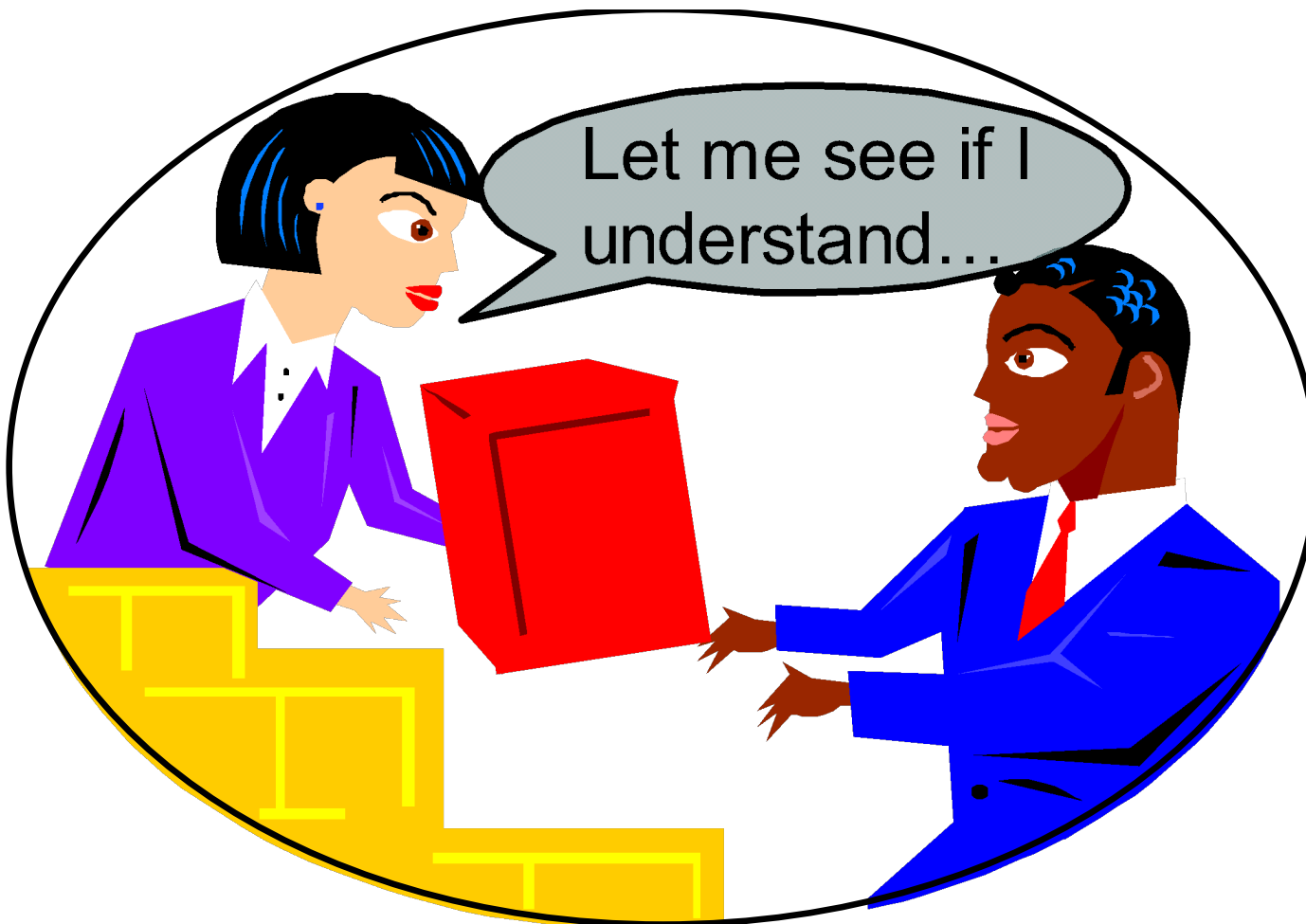
# 5 Steps of Active Listening



1. Person **A** sends a message.

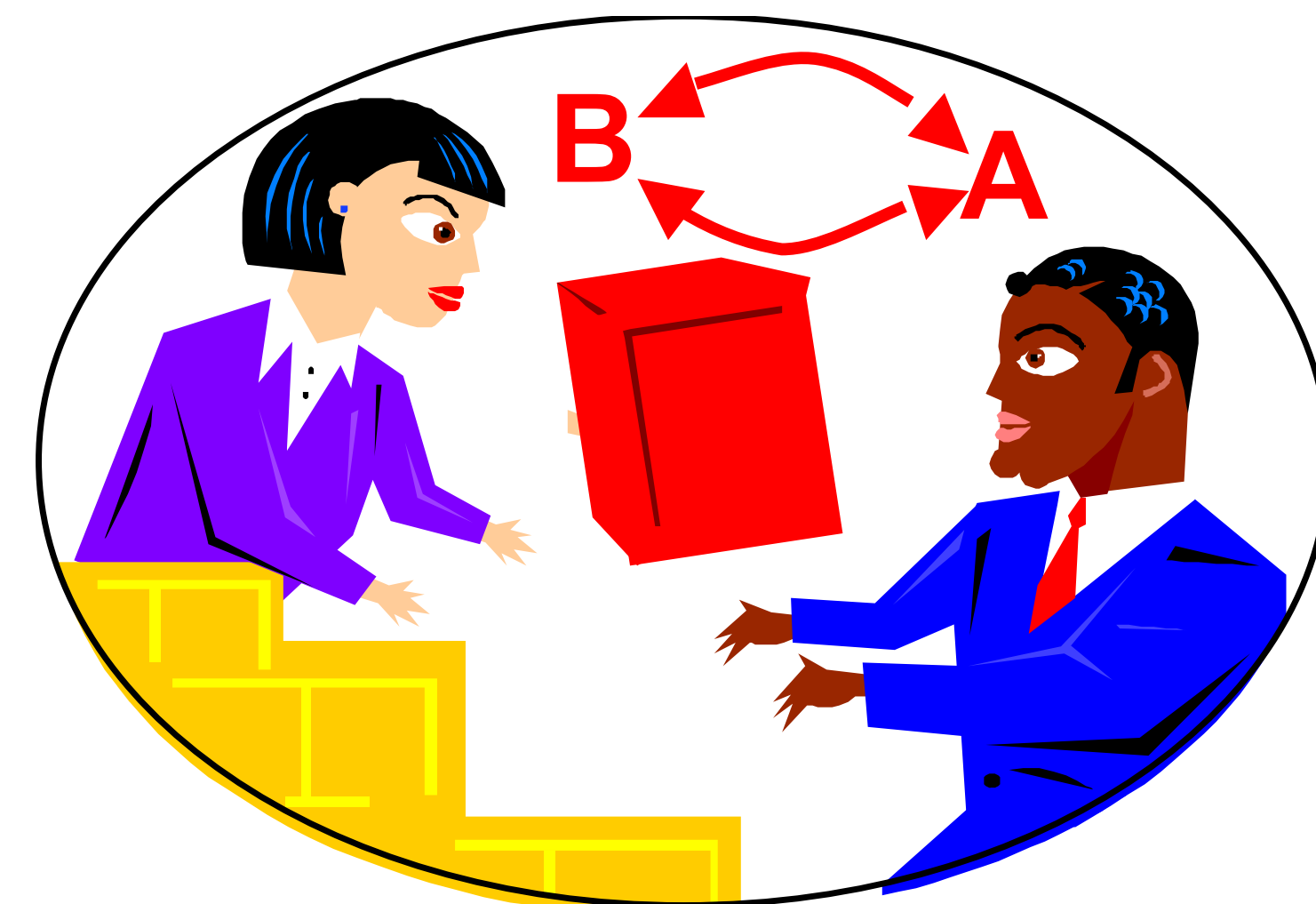


2. Person **B** receives the message - involves concentrating fully on what is being said.



3. **B** states what s(he) has understood but **makes no evaluations.**

4. **A** either agrees with **B's** Interpretation, or if not sends the message again.



5. The process is continually repeated until understanding by both has been achieved.



# Paul's Professional Listening Techniques



Listen to the \_\_\_\_\_ meaning of the words.





Listen to the **LITERAL** meaning of the words.





Listen to the **LITERAL** meaning of the words.

What is the \_\_\_\_\_ they are telling?





Listen to the **LITERAL** meaning of the words.

What is the **STORY** they are telling?





Listen to the **LITERAL** meaning of the words.

What is the **STORY** they are telling?

Listen for the \_\_\_\_\_ words this person uses.





Listen to the **LITERAL** meaning of the words.

What is the **STORY** they are telling?

Listen for the **REPEATED** words this person uses.





Listen to the **LITERAL** meaning of the words.

What is the **STORY** they are telling?

Listen for the **REPEATED** words this person uses.

What \_\_\_\_\_ are they speaking?





Listen to the **LITERAL** meaning of the words.

What is the **STORY** they are telling?

Listen for the **REPEATED** words this person uses.

What **LANGUAGE** are they speaking?



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What **LANGUAGE** are they speaking?

What \_\_\_\_\_ are they speaking in?





Listen to the **LITERAL** meaning of the words.

What is the **STORY** they are telling?

Listen for the **REPEATED** words this person uses.

What **LANGUAGE** are they speaking?

What **TONE OF VOICE** are they speaking in?



Listen to the **LITERAL** meaning of the words.

What is the **STORY** they are telling?

Listen for the **REPEATED** words this person uses.

What **LANGUAGE** are they speaking?

What **TONE OF VOICE** are they speaking in?

What have they \_\_\_\_\_ said or mentioned?





Listen to the **LITERAL** meaning of the words.

What is the **STORY** they are telling?

Listen for the **REPEATED** words this person uses.

What **LANGUAGE** are they speaking?

What **TONE OF VOICE** are they speaking in?

What have they **NOT** said or mentioned?



Listen to the **LITERAL** meaning of the words.

What is the **STORY** they are telling?

Listen for the **REPEATED** words this person uses.

What **LANGUAGE** are they speaking?

What **TONE OF VOICE** are they speaking in?

What have they **NOT** said or mentioned?

\_\_\_\_\_ in the story but isn't?





Listen to the **LITERAL** meaning of the words.

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What **LANGUAGE** are they speaking?

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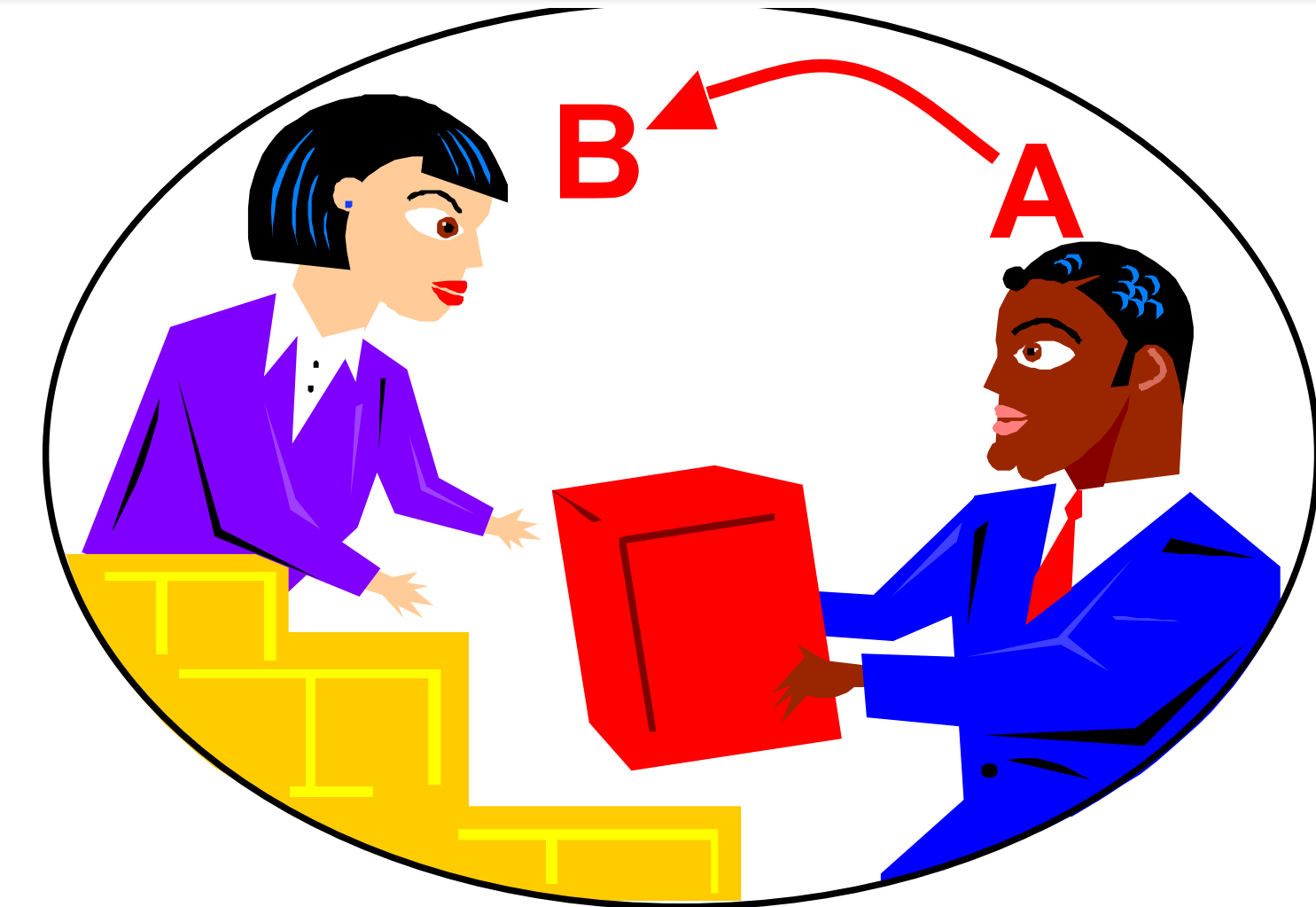
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**WHO MIGHT BE** in the story but isn't?

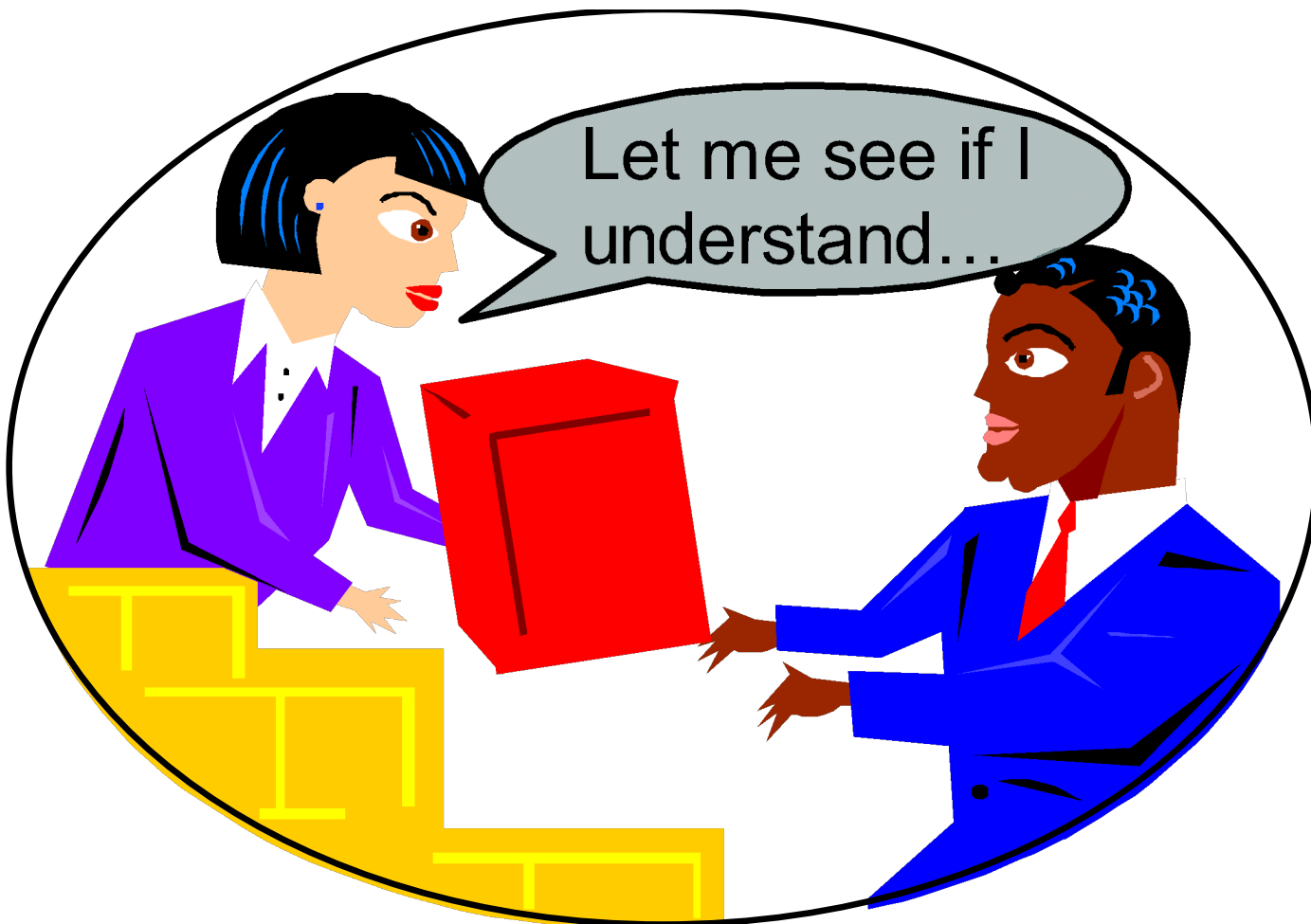
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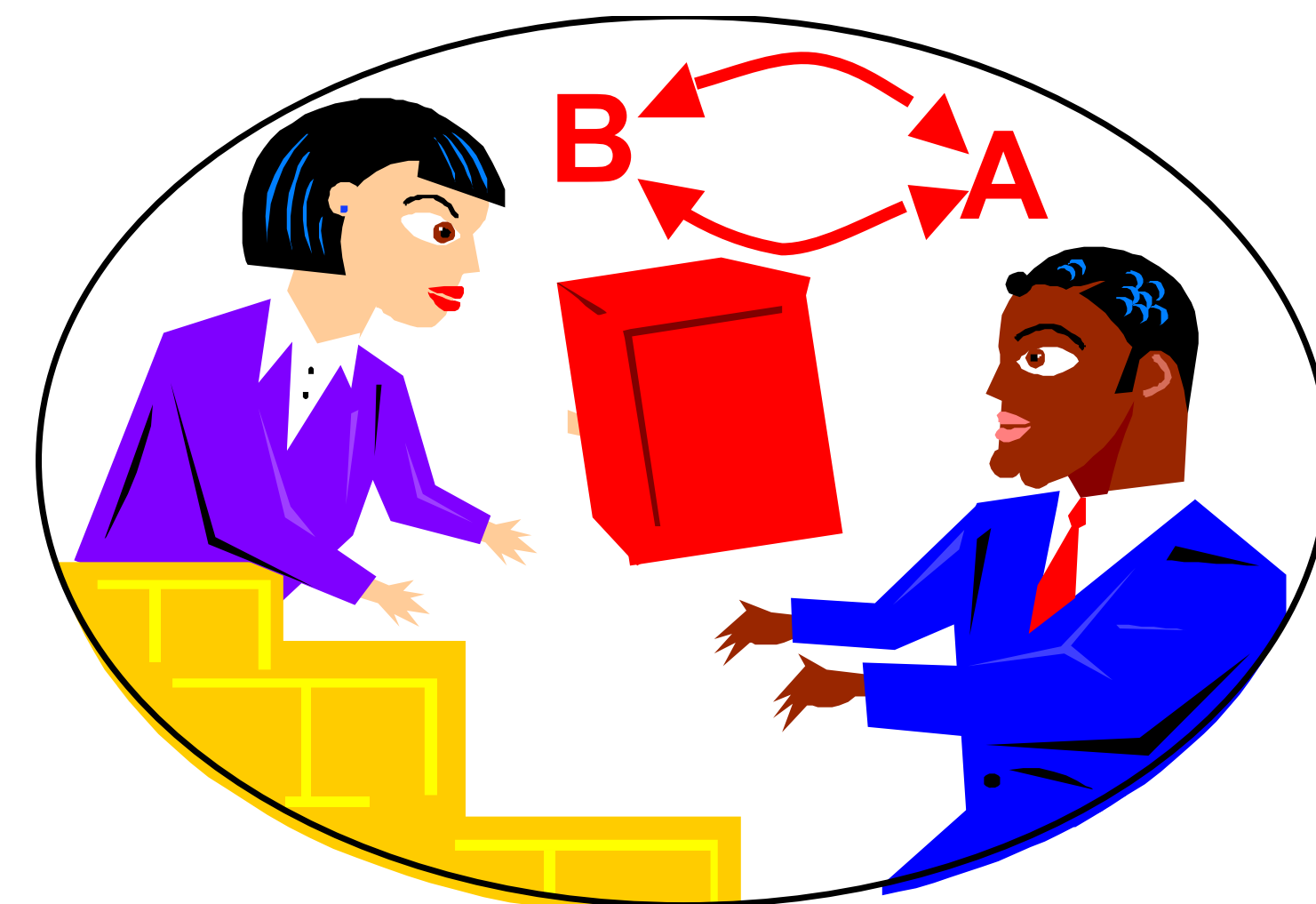


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<b>1</b>	Identify who & why you have the most difficulty listening to.
<b>2</b>	Look within and discover the reasons for above. (what have you come to teach me?)
<b>3</b>	Find someone to have an “argument” with and proceed using the “map”.