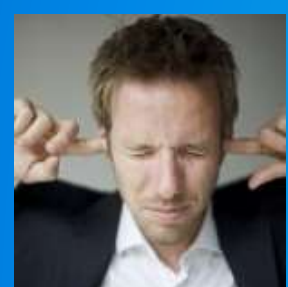
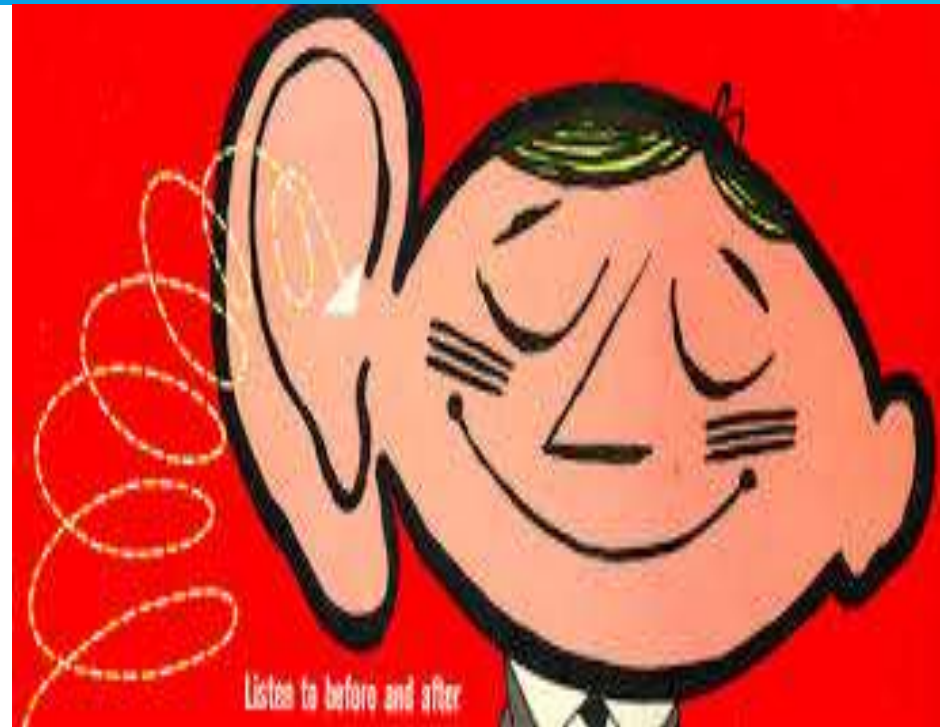
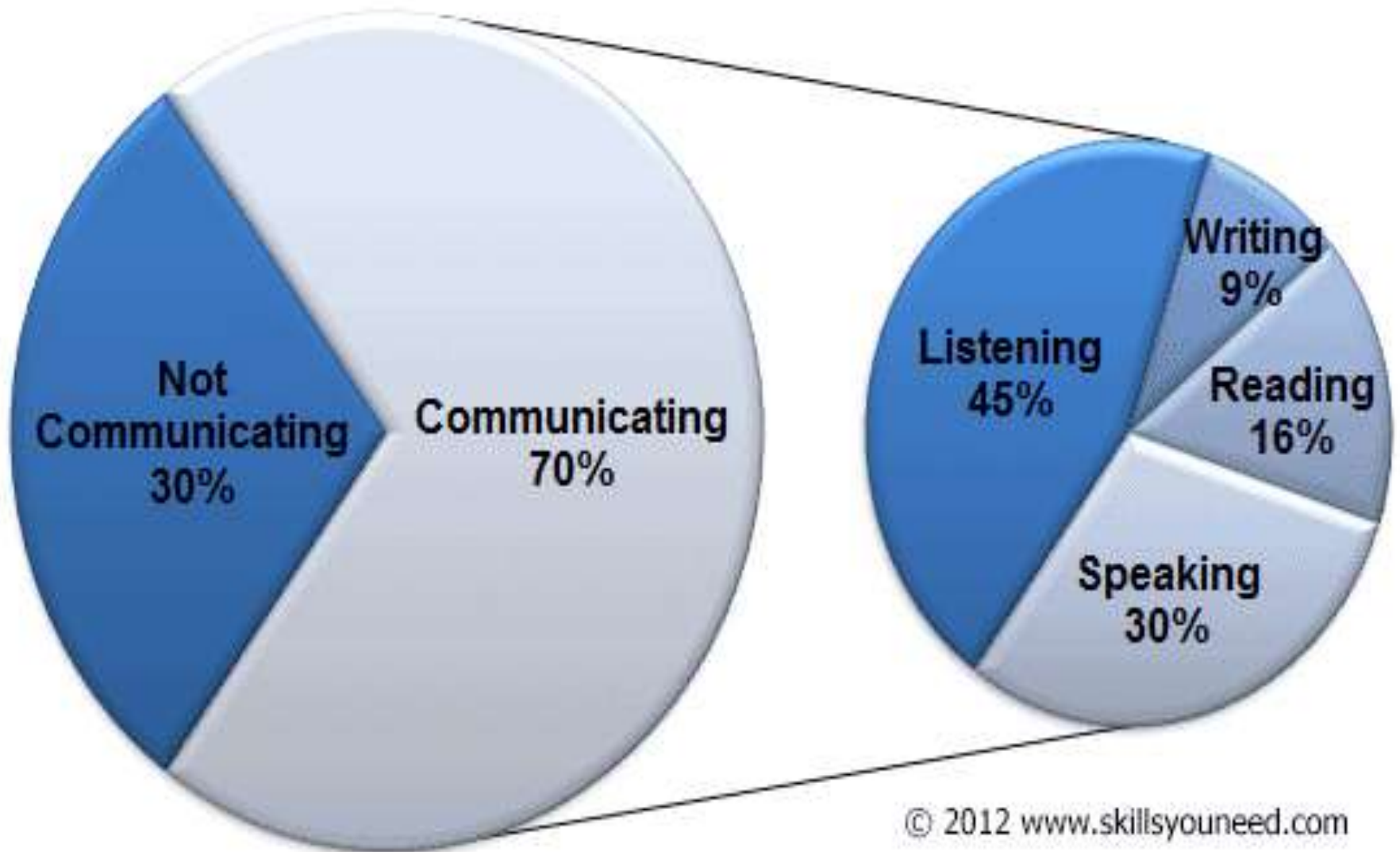


Listening Loud and Clear !



Dr. B. Varalakshmi, Dr. Sasi Bala. L
Soft Skills trainers

Time Spent Communicating





Why listen

Why don't we listen

Indicators of positive listening

What is listening

Listening with ears versus with mind/brain

Listening with your heart

Ways and means to improve listening skills



What is listening?

- Listening is accurate perception of what is being communicated.
- It is an art of separating fact from statement and accusation

Listening process

1. Selection
2. Reception
3. Understanding
4. Responding



Passive Listening

Listening to hear



Active Listening

Listening to understand

Hearing v. Listening

- *Hearing*: the act of perceiving sound by ear. Passive process. A natural process that people engage in involuntarily
- *Listening*: a purposeful, cognitively directed activity. It requires concentration so that your brain processes meaning from words and sentences. Active process.
- Listening leads to learning.



Top 10 reasons it's important to **LISTEN**

1. To receive information
2. Be courteous
3. Solve problems
4. To earn money
5. Prevent waste
6. Save time
7. Be more efficient & effective
8. Prevent accidents
9. Build rapport
10. Enhance relationships

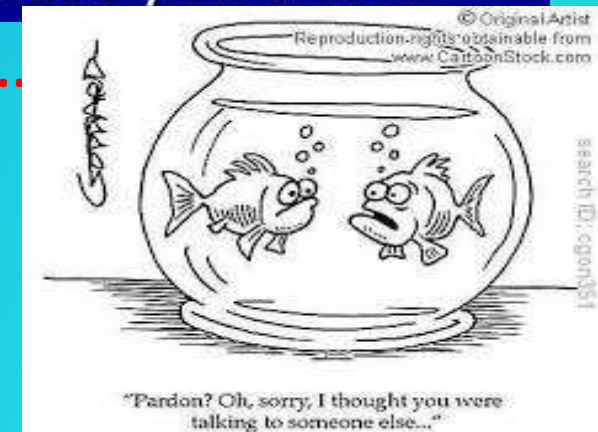
Why People Don't Listen?

- People are distracted, preoccupied or forgetful a full 75 percent of the time.
- We usually recall just 50 percent of what was said immediately after we talk
- We spend just 45 percent of our time listening
- We remember just 20 percent of what we hear.
- ***Only 2 percent of us have had formal educational experience with listening***

If you are a poor listener :

- You find yourself missing key details of conversations.
- You regularly have to ask people to repeat information.
- You end conversations not knowing for sure what action is required by you.
- You find yourself distracted or daydreaming.
- You miss nonverbal cues sent by the customer.
- You answer a question incorrectly because you didn't

Listen correctly /pay attention/ care.....







Whole Body LISTENING



EYES

Looking at person talking



FEET

Quiet on the floor



EARS

Both ears ready to hear



BODY

Facing the speaker



MOUTH

Quiet (no talking, humming or making sounds)



BRAIN

Thinking about what is being said



HANDS

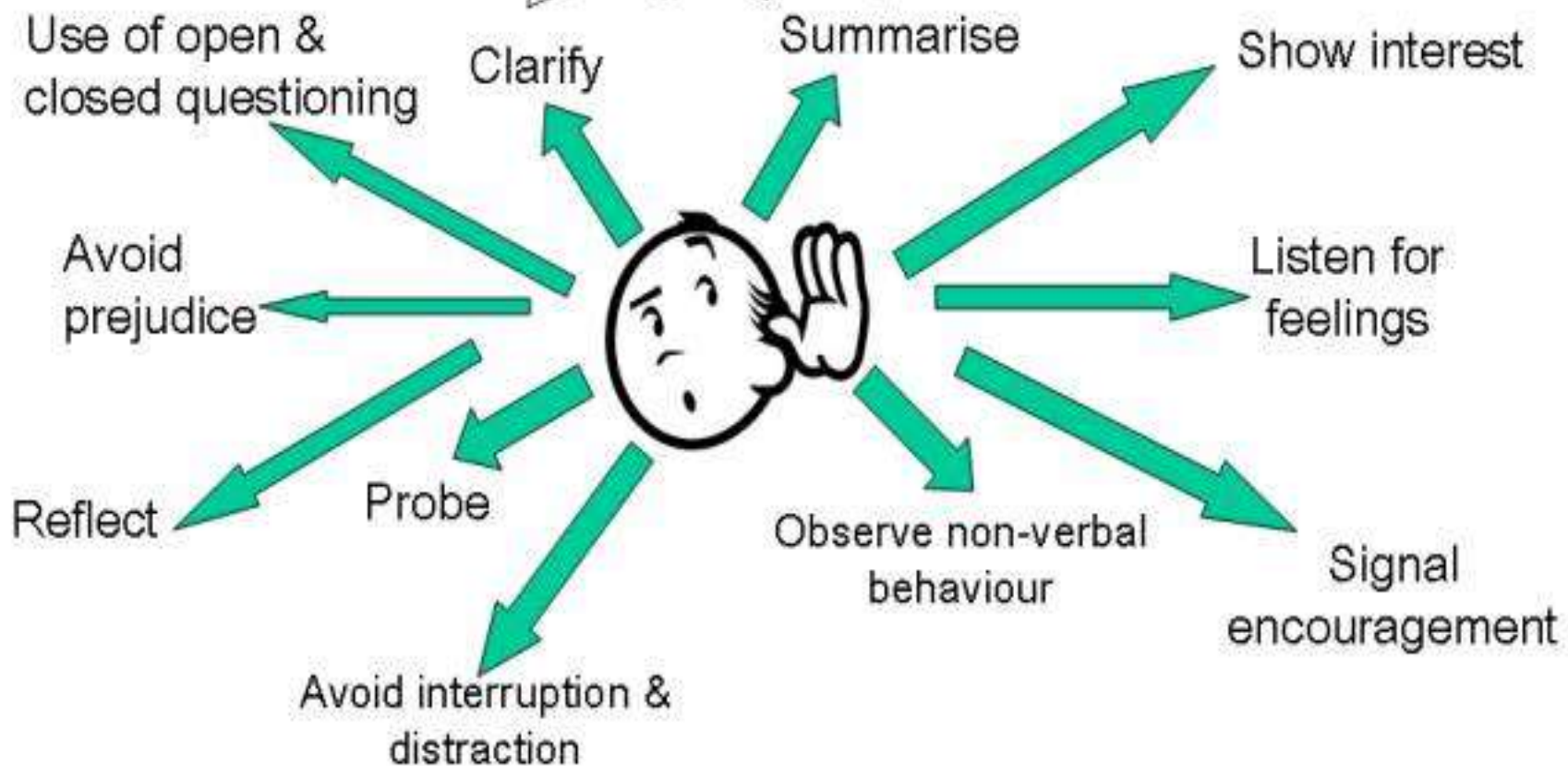
Quiet in lap, pockets or by side



HEART

Caring about what the person is saying

Active Listening



I BELIEVE
EMPATHY
IS THE MOST ESSENTIAL
**QUALITY OF
CIVILIZATION**
ROGER EBERT

Listening with empathy begins with being fully present to another person, surrendering – at least momentarily -- your own ego, including the temptation to interject, judge and give advice that isn't invited.

Empathy is a commitment to listen to understand another person's feelings and experiences.

Especially during times of stress, anxiety, and uncertainty, there are few gifts we can offer that are more enduring and meaningful than listening with empathy.

Improve Listening Skills

- Prepare to listen
- Relax and listen attentively
- Maintain eye contact
- Maintain **personal space**
- Think before you respond
- Provide **feedback**



Points we touched and refreshed

1;2;3;4;5

Now let us do some Listening!

