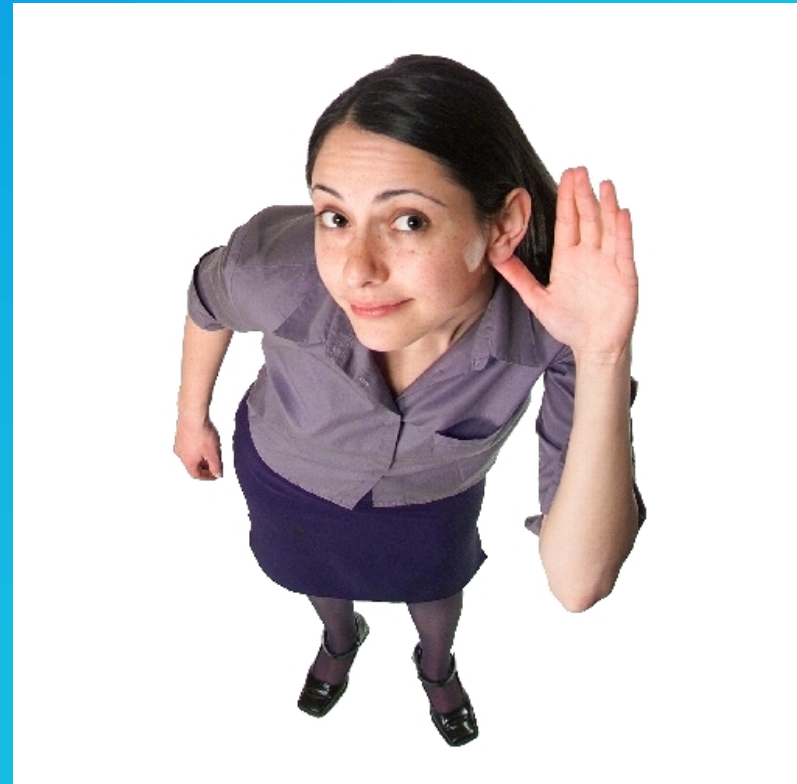


LISTENING SKILLS

**Keys to
becoming a
dynamic
listener
(and
speaker!)**





- Respond when appropriate with, “Yes,” “MmHm” or “I see” or another indicator that you are listening
- DO NOT interrupt, argue or dominate a conversation

BODY LANGUAGE SPEAKS VOLUMES!

- Nod in agreement or to indicate that you understand
- Smile
- Stand straight or sit slightly forward to indicate interest
- Maintain eye contact with speaker
- Sit (or stand) still

DO NOT:

- Sit with arms crossed
- Yawn
- Turn back to speaker
- Look away
- Roll eyes
- Break eye contact
- Distract speaker by chewing gum or smacking mouth while eating
- Give attention to someone else while being spoken to
- Use inappropriate hand signals to tell speaker what you think



REMEMBERING INFORMATION



Oral = 10%



Visual = 35%



Oral AND
Visual = 65%

REMEMBERING INFORMATION

- Numerous studies have shown that verbal AND visual content is much more likely to be remembered than verbal content alone

(Fleming & Levie, 1978; Paivio, 1971; Bartram, 1980; OSHA, 1996)

- Implications for speaking AND listening!
 - If listening over the phone, make notes, draw pictures to remember information
 - If listening face to face, use associations or draw pictures in your head to remember information being given

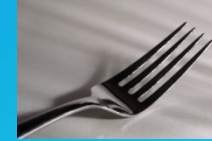
You are shopping in the grocery store when a man stops to visit with you:

“Hi there. I’m not sure if you remember me, but my name is Stanley Wilson. I have been in your office a few times to help my mother, from Grand Forks, set up rides through your transit system there. It is a great program you have going; thanks for providing this service. It has sure made it possible for my mother to be much more independent and mobile.

I’m glad to run into you; I’ve been wanting to visit with someone in your office about the driver of one of the vans she has taken. More than once, she has complained that she feels rushed getting out of the van, and that once he even started the van in motion before she had firmly planted her feet on the sidewalk after stepping down off the last step. I know mistakes can happen, but I am concerned she might fall one of these times. Could you visit with your director about this please?”



MENTAL CUES:



LISTENING EXERCISE

- Form pairs
- Designate speaker / listener
- Speaker has 1 min. to tell about his/her favorite vacation
- STOP
- Listener now has one minute to re-tell what he/she heard
- Switch roles and repeat
- Discuss:
 - Cues used to help remember information
 - Verbal and nonverbal communication strategies used