

EFFECTIVE LISTENING

Communication is a two way street - one person imparts information - the other needs to listen effectively.

Hints for effective listening:

STOP TALKING - like a CB Radio you cannot receive at the same time you are transmitting. Have the courtesy to listen to what is being said.

TRY TO PUT THE SPEAKER AT EASE - do not register exasperation, fidget or shuffle.

GENERATE AN ATTITUDE OF INTEREST - Do not yawn or look away. Sit comfortably, lean slightly forward, try to listen to understand rather than to respond.

REMOVE ALL DISTRACTIONS - Do not doodle or shuffle papers. This can be demoralizing and annoying to a speaker as well as other listeners.

TRY TO SYMPATHIZE WITH THE SPEAKER - Mentally put yourself in the speaker's shoes. Consider how you would feel if the audience yawned, doodled, started a conversation or fell asleep.

BE PATIENT - Do not interrupt the speaker or allow yourself to presuppose what the speaker may say.

REMEMBER - Listening involves receiving, assessing, registering and deciding about the information presented to us.

TAKE HEED - Nature gave us two ears and only one tongue - the message here is to listen twice as much as you speak.