

The Lost Art of Listening

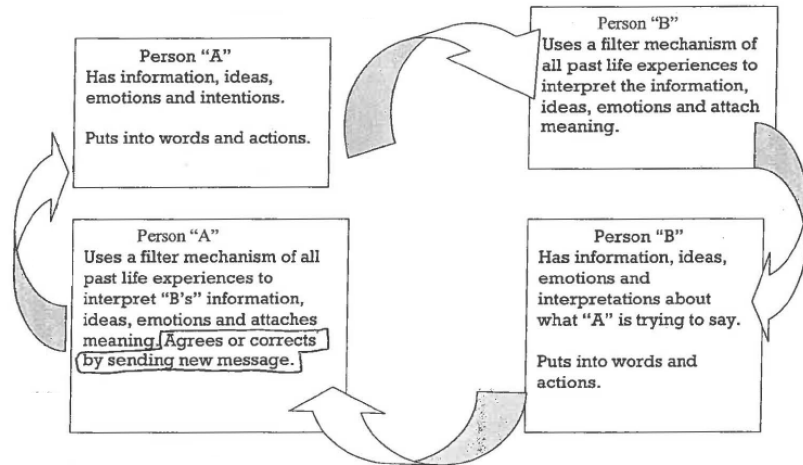
“You can’t not tell your story.”

Everything in life triggers your own experience. Often the first thing people say is integral to the story they need to tell.

“People are used to never being listened to.”

When you help people tell their story, they feel empowered and a close bond develops. Listening is about making people feel heard.

The Interpersonal Communication Cycle



How to Remember Names

“A person’s name is to that person the sweetest and most important sound in any language.” -Dale Carnegie

- 1) Decide you’re **GREAT** at remembering names
- 2) Keep your mind **CLEAR** when they say their name
- 3) **SAY** it
- 4) If you forget, say “It went right out of my head” AND KEEP YOUR MIND **CLEAR**
- 5) **SAY** it
- 6) Practice, practice, practice

Dale Carnegie’s **LIRA** formula:

1. Look and Listen

Try as hard as you can to focus on the person speaking, and make sure you understand very clearly, what their name is.

2. Impression

Create an impression in your head of what the person looks like. This includes physical features or the surroundings /situation in the moment.

3. Repetition

Repeat the person's name as many times as possible in conversation. Use it when it is appropriate. Use it when you are saying goodbye to that person. Afterward, repeat it in your head as much as possible.

4. Association

Make associations of physical characteristics, names of landmarks, objects, buildings, companies, etc. Use color nouns and similar words to help you remember the name. We as humans remember things better in pictures.

Communication Blocks: *anything we **SAY** or **DO** that **SHUTS DOWN***

*or **SIDETRACKS** the other person.*

- a) Solving
- b) Minimizing
- c) One Upping

- d) Diagnosing
- e) Judging
- f) Sidetracking

Exercise:

Speaker: Tell Listener about a time you: got in trouble in college; spent too much money on something; had an embarrassing moment; won a prize; failed a test; traveled somewhere new. (speak in sentences, and pause at end of each sentence)

Listener: Respond naturally as things pop to mind, but allow speaker to tell their story

Recorder: Put a check beside the communication block every time it is used and note in the comments column what the subject of the block was.

# of Times	Block	Comments
	a) Solve	
	b) Minimize	
	c) One Up	
	d) Diagnose/Counsel	
	e) Judge	
	f) Sidetrack	

Nonverbal Communication & Listening

Body Language (Game + Exercise)

As listeners, we know instantly and intuitively when someone is communicating through their body language.

Sitting on Hands: suppressing something

Hands behind Head: confident/knows it all

Crossed Legs/ Hands in Pockets: closed, guarded

****You can mirror them to change their posture and emotion.****

Follow The Eyes

-People look **LEFT** to access information, and look **RIGHT** to access feelings

-Visual Learners look **UP LEFT** to access data brain & **UP RIGHT** to access creative brain

-Audio Learners look **LEFT & RIGHT**

Listening Postures

We communicate a lot by how we listen. We have already talked about some of the ways we block communication by body language. Let's take a look at how we can enhance listening through body posture. Here are some good pointers.

- Maintain good eye contact. Vary your eye movement so you are not staring but be sure to follow the person with your eyes as you are speaking.
- Keep hands at your side or cross at the wrist. Avoid hands in the pockets, arms folded and arms over the head. Use hand gestures thoughtfully. Avoid "talking with your hands."
- When standing, keep a safe distance between you and the speaker. This will vary between persons. Watch for the person looking uneasy or starting to back up. Take your cue and adjust space. Practice proper posture.
- When sitting, lean forward slightly. Keep arms and legs "open." Avoid leaning back and leaning too far forward (advancing posture).
- Show appropriate facial expression. Smile slightly when the person is speaking but be sure to also show concern, empathy and joy when called for. Don't be afraid to laugh with the person but never laugh at them. *Humor should be at your expense only.*
- Nod occasionally to show you are with the person and an occasional verbal cue (mhmm; yes; I see; etc.) is reassuring. Do not overdo it or become mechanical.
- Do not look at your watch or the clock. If you are under a time constraint, be sure to communicate that up front.
- Be aware of tics. Verbal ones include *and ahh, like, know what I mean, so, etc.* Non verbal tics include *tapping, leg bouncing, cracking knuckles, etc.*

Exercise: Underline all listening postures you need to work on, then list below all tics you have (verbal and non-verbal)

Active Listening: The 4 Essential Skills

1) Paraphrasing: restates & ties it together

"What I'm hearing is..."

"You're telling me that..."

"It sounds like you're saying..."

"What I'm hearing you say is..."

Avoid adding, inferring, commenting, or any other communication blocking.

Benefit: paraphrasing can actually end conflict because the other person may be angry because they think you're not getting what they're saying.

2) Check for Feeling:

"I wonder if you feel..." | *"It seems you are..."* | *"Would I be right to say you're..."* | *"I'm sensing some..."*

State a feeling word or words (see list). *slightly understate emotion

HAPPY	Nosey	Glum	Mournful	Petrified
Festive		Empty	Pathetic	Breathless
Contented	FEARLESS	Discontented	Tortured	Cautious
Complacent	Brave	Out of sorts	Agonized	DOUTFUL
Satisfied	Courageous	Discouraged	Despairing	Skeptical
Serene	Confident	Despondent	Heartbroken	Distrustful
Comfortable	Independent	Disheartened	Victimized	Unbelieving
Peaceful	Secure	Grief-stricken	Embarrassed	Suspicious
Tranquil	Bold daring	Sympathetic		Uncertain
Joyous	Gallant		AFRAID	Hesitant
Ecstatic	Strong	ANGRY	Fearful	Perplexed
Enthusiastic	Heroic	Resentful	Frightened	Indecisive
Inspired	Self-reliant	Irritated	Timid	Distant
Glad	Determined	Enraged	Nervous	Cautious
Pleased	Firm	Furious	Anxious	
Cheerful	Certain	Annoyed	Fainthearted	MISC.
Lively	Calm	Provoked	Paralyzed	Dependent
Jovial		Incensed	Shaky	Talkative
Jolly	SAD	Infuriated	Apprehensive	Seductive
Playful	Sorrowful	Offended	Immobilized	Nauseated
Elated	Downcast	Sullen	Restless	Surprised
Close	Dejected	Indignant	Terrified	Jealous
Warm	Unhappy	Irate	Panicky	Affectionate
Unkind	Woeful	Cross	Hysterical	Powerless
Unhappy	Depressed	Bitter	Alarmed	Tolerant
	Melancholy	Defiant	Shocked	Loving
INTERESTED	Gloomy	Belligerent	Horried	Proud
Concerned	Somber		Insecure	Respectful
Affected	Dismal	HURT	Worried	Envious
Fascinated	Quiet	Injured	Doubtful	Bewildered
Engrossed	Mournful	Grieved	Suspicious	Encouraged
Intrigued	Dreary	In pain	Hesitant	Reassured
Absorbed	Oppressed	Distressed	Dismayed	Dominant
Curious	Downhearted	Afflicted	Scared	Submissive
Excited	Sullen	Worried	Threatened	
Inquisitive	Moody	Crushed	Appalled	

End with a question allowing the speaker to agree or disagree:

"Is that so?" | *"Did I get that right?"* | *"Am I on the right track?"* | *"Is this accurate?"*

3) Validating: The speaker needs to know the listener is not only following what he/she is saying but also is able to empathize.

Emphasize **EMPATHY** not **SYMPATHY**

Empathy: I can only imagine what that's like. | Sympathy: I know what that's like.

Validating is not agreeing with what the person has said. It is agreeing that saying it is understandable when looked at from their perspective.

"I can see how you might expect him to be more sensitive."

"I can understand you would be angry in that situation."

"I'd probably respond the same way if that happened to me."

"That makes sense."

"Some people see things like that."

"I'm sure you could find others who would agree with you."

4) Clarifying: Asking questions based on the information the speaker has provided, not what you're curious about.

At the opportune time:

"I'm not sure I heard you right. Did you say you lived in Boulder before you were married or after?"

To invite the person to share more of their thoughts or feelings:

"Can you tell me more about your decision to move to this area?"

"Would you say more about how you feel about taking this new job?"

To fill in gaps:

"I believe you told me you have four children. I've heard you talk about Bobby, Sally, and Tim. Could you tell me something about Bill?"

To gather further clues:

"How many children and grandchildren do you have?"

Inappropriate Uses:

-Interrogation Questions

-Rhetorical Questions (your own point disguised as a question; solved by asking "Am I asking a question or making a statement?")

-Hidden Agenda Questions (to satisfy your curiosity or move the conversation in a direction you want). These questions are not based on free information but rather on your own interest. (These are communication blocks.)

STORY SHARING PROGRESSION

