

### Improving Listening Skills

To improve listening skills, we must first recognize barriers that prevent effective listening. Then we need to focus on specific techniques that are effective in improving listening skills.

## BARRIERS TO EFFECTIVE LISTENING

- Attitudes about the speaker or topic
  - Appearance, mannerisms, tone of voice, body language
  - Too detailed or long, Uninterested in message, Too technical
- Prejudices or opinions
- Assumptions
- Environmental Distractions
  - Ringing phone, eating during a speaker's presentation
- Physical discomfort
  - Room temperature, headache or illness
- Divided focus
  - Daydreaming, notetaking

## LISTENING EFFECTIVELY

EFFECTIVE LISTENING IS ACTIVELY ABSORBING THE INFORMATION GIVEN TO YOU BY A SPEAKER, SHOWING THAT YOU ARE LISTENING AND INTERESTED, AND PROVIDING FEEDBACK TO THE SPEAKER SO THAT HE OR SHE KNOWS THE MESSAGE WAS RECEIVED.

- Focus on the main idea
- Evaluate the message
- Control Your Surroundings
- Establish a receptive mindset
- Judge ideas not appearances

• Make Selective notes

• Provide feedback

