

The Art of Effective Listening...

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Learning Outcomes – What are We Listening For Today?



1. Why Should/Must We Listen?
2. Basic Concepts of Listening Learning and Listening
3. Active/Reflective Listening Vs Passive/Selective Listening
4. How to Reduce Distractions that Get in the Way of Effective Listening
5. Best Practices for Listening and Understanding

What is Listening?

Hearing Is Automatic!



Listening is
the act of hearing with
Intention
So that
The Other Person Feels Heard
And
Understood



Intro to Listening – Why Listen?

- An essential management and **leadership** skill.
- A process of receiving, interpreting and responding to a message.
- Difference between listening & hearing



Listening vs. Hearing

- Hearing- physical process; natural passive
- Listening- physical & mental process; active; learned process; a skill
- Listening is hard!

*You must choose to **engage** in the process of listening.*



Listening Requires a Conscious Effort and Work



Typical Percentage of Communication Training Time and Percentage of Use Grades 1 -12

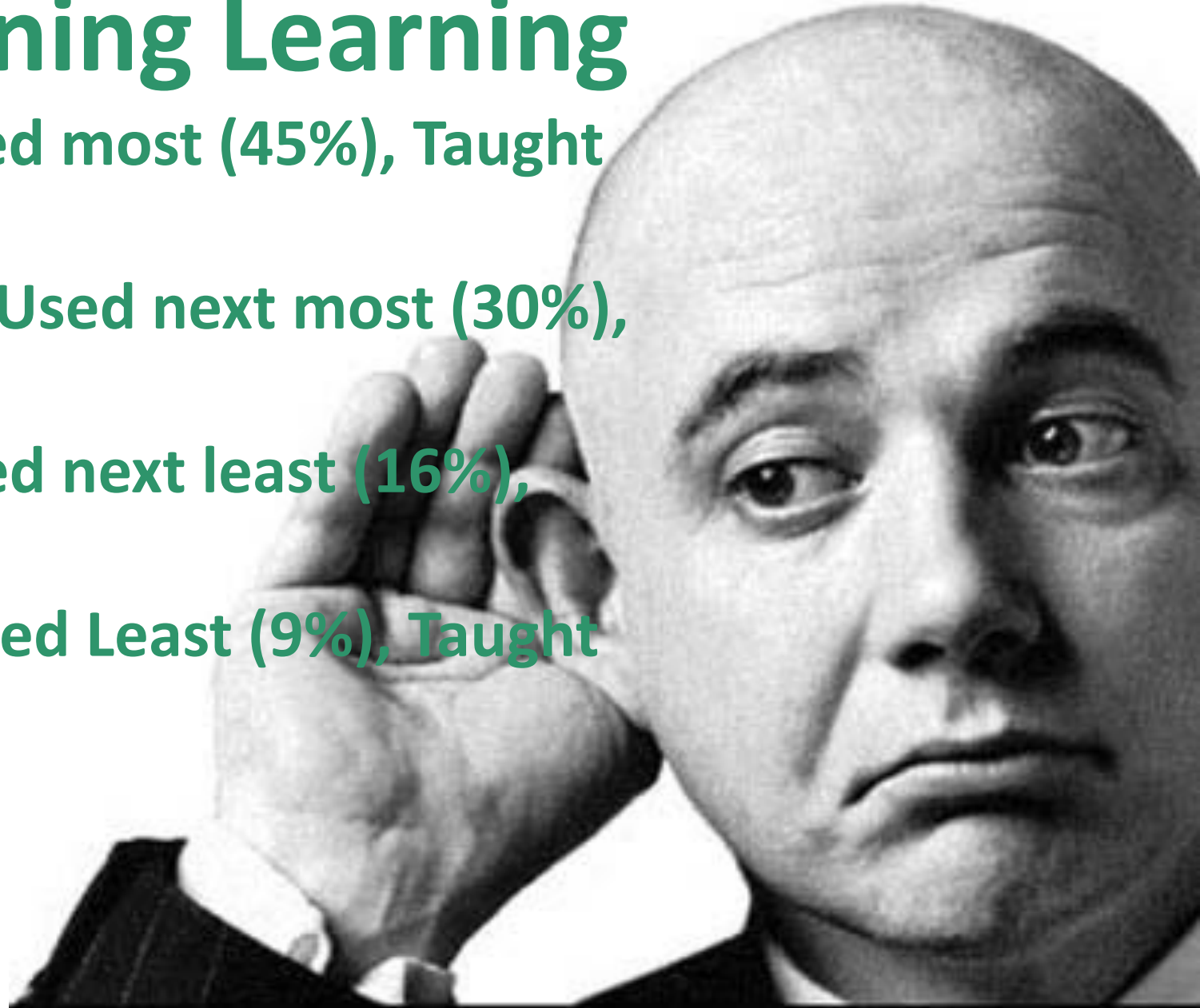
Writing	12 years	9%
Reading	6-8 years	16 %
Speaking	1-2 years	30%

Amount of Time On Listening Training Grades 1 – 12

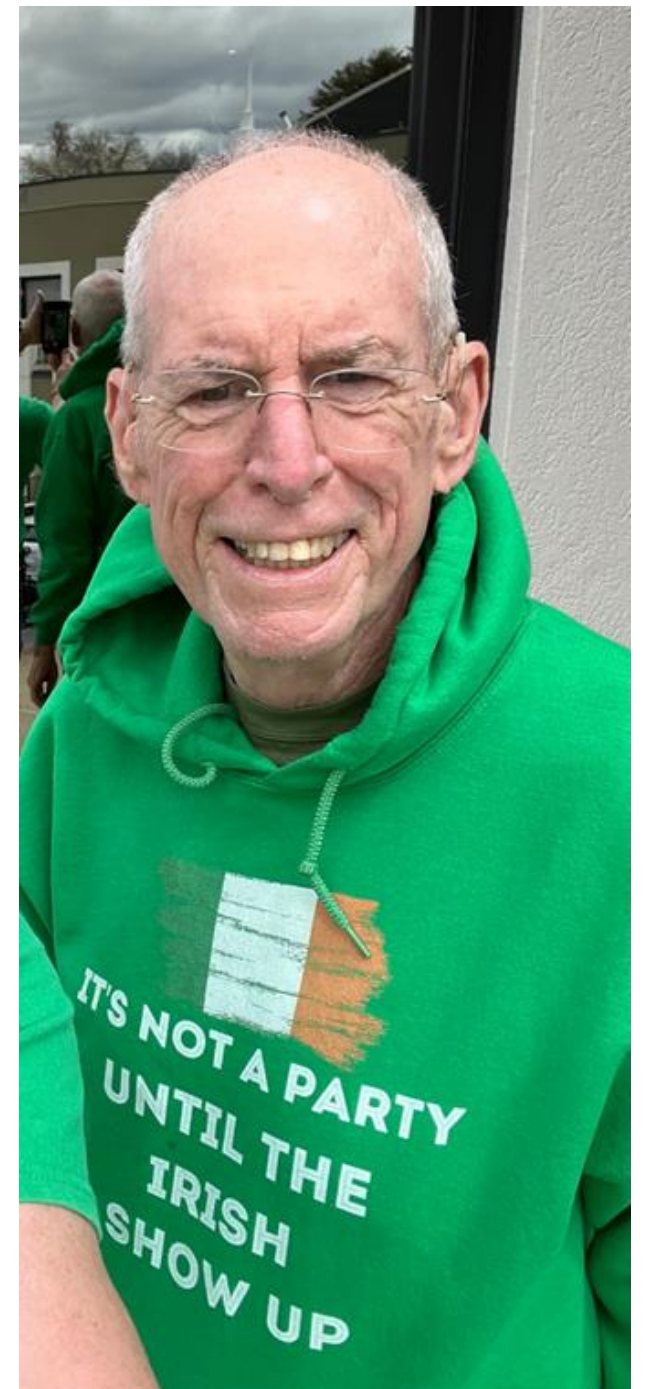
**Zero to Maybe a Few Hours and We Listen
45 % of the Time!**

Facts about Listening Learning

- Listening: Learned first, Used most (45%), Taught least.
- Speaking: Learned second, Used next most (30%), Taught next least.
- Reading: Learned third, Used next least (16%), Taught next most
- Writing: Learned fourth, Used Least (9%), Taught most.



Story Time #1



Facts about Listening

- Listening is our primary communication activity!
- Our listening habits are not the result of training but rather the result of the *Lack of Training*
- Most individuals are inefficient listeners
- Inefficient and ineffective listening is extraordinarily costly
- Good listening can be **LEARNED THROUGH PRACTICE!**

TYPES OF LISTENING

Inactive listening Vs Active Listening

Selective listening Vs Reflective Listening



We Must Strive to Be Active and Reflective Listeners!



What is Active and Reflective Listening?

What is Active Listening?

- Giving Someone Your Full Attention – All of Me!
- Make a Determined Effort to Hear the Details and Nuances – Not Just the Words
- Making Sure the Other Person **Knows** You are Truly Listening

What is Reflective Listening

- Listen to the speaker's **Message**
- Analyze the meaning of the speaker's **Message**
- Sharing Back the **Message** the Speaker
- Confirm that you properly understood their **Message**



**Why
Active/Reflective
Listening?**

Active/Reflective Listening Shows People that You Care



Active/Reflective Listening
Gets People Excited and Engaged!



Reducing Distractions that Get in the Way of Effective Listening

Put Away Your Devices!



**IF EVERYONE WOULD GIVE UP THEIR PHONES
FOR A LITTLE WHILE TO DO SOME WORK,**

THAT WOULD BE GREAT

**I DON'T ALWAYS LOOK AT MY
PHONE**



VIA 9GAG.COM

**BUT WHEN I DO, IT'S BECAUSE
EVERYONE ELSE IS**

MEMEFUL.COM

Reducing Distractions and Methods For Effective Active/Reflective Listening

- **Right Time and Place If Possible**
- **Position Yourself In Their Direction**
- **Open Posture**
- **Lean Forward**
- **Maintain Comfortable Eye Contact**

More! Reducing Distractions and Methods For Effective Active/Reflective Listening

- **Give Verbal “Utterances” and Non-Verbal Queues**
- **Observe Non-Verbal Queues**
- **Ask Questions**
- **Mirror and Paraphrase – Avoid Parroting**
- **Take Notes!**
- **Let the Other Person Speak – Empty the Bucket!**

Story Time #2



A close-up photograph of a man's face. He has dark, slightly messy hair and is looking directly at the camera with a neutral expression. His mouth is completely covered by a thick, black, folded piece of fabric or cloth, which is tied or secured around his head. The background is a plain, light-colored wall.

**The Best Practice!
for
Better Active/Reflective Listening and Understanding**

Let the Other Person Speak – Empty the Bucket!

Methods and Best Practices for Better Active/Reflective Listening and Understanding

- **3 Minutes of Silence a Day - Focus on your Breath and Clearing Your Mind of Thoughts/Emotions**
- **Practice Picking Out Different Sounds in Different Environments**
- **Enjoy a Mundane Sound**

Let's Try it!

3 Minutes of Silence

Focus on your Breath

Clear Your Mind of Thoughts/Emotions

How Did We Do?

- **Why Should/Must We Listen?**
- **Basic Concepts of Listening Learning and Listening**
- **Active/Reflective Listening Vs Passive/Selective Listening**
- **How to Reduce Distractions that Get in the Way of Effective Listening**
- **Best Practices for Listening and Understanding**

Thank You!

