

RULES FOR GOOD LISTENING

1. **STOP TALKING** – You cannot listen if you are talking.
2. **PUT THE SPEAKER AT EASE** – Help the speaker feel free to talk, to ask questions and express ideas. This is called a “permissive dialogue”
3. **SHOW THAT YOU WANT TO LISTEN** – Always acted interested. Do not read the next power point slide. Listen to understand, not reply.
4. **BE PATIENT** – Allow plenty of time for a participant to answer a question or make a comment. Even after a class, when a participant is asking yet another question, don't head immediately for the door.
5. **BE CAREFUL HOW YOU ASK QUESTIONS** – Asking questions in a tone or manner that seems negative can put participants on the defensive or make them uncomfortable..
6. **REMOVE DISTRACTIONS** – Don't doodle, shake your pen, shuffle your lecture papers, etc.
7. **GIVE YOUR FULL ATTENTION TO A SPEAKER** – Devote your attention to the person speaking. Ensure that you can hear what they are saying, even it means standing right next to them.

NONVERBAL COMMUNICATION CHECKLIST

Adapted from “Successful Technical Trainer,” Terrance Keys & Andrew R. Feff, pp.107-108

GENERAL APPEARANCE

- Are you dressed appropriately for the intended audience?
- Is your outfit distracting?

EYES

- Are you making consistent eye contact or spending more time looking at your flip charts?
- Are you staring at a particular participant more than others?

HANDS

- Watch how you move your hands at all times, for example using your hand to point, rather than a pointing with another type of instrument.
- Are you playing with anything in you hands, like a pen? Are your hands in your pocket if you are male?
- Are you clenching objects?

MOVEMENT AND DISTANCE

- You should move around the room and engage the class.
- Are you constantly invading anyone's personal space?
- Are turning your back to the group frequently?

BODY LANGUAGE

- Are you sending positive or negative messages to your audience?

COMMON BODY LANGUAGE MESSAGE:

(These may seem commonly known and natural, but they are often ignored.)

- **Folded Arms:** You are blocking the participant's access to you.

LISTENING DO'S AND DON'TS²

Dos	Don'ts
• Focus attention on speaker	• Parrot back speakers words
• Repeat back in your own words	• Ignore facts and feelings
• Restate important thoughts and feelings	• Pretend that you assume you know or understand a point, if you don't
• Reframe comments and questions	• Fill in space with your talk
• Summarize facts and feelings	• Fix, change, or improve what participants say
• Stay neutral	• Take sides among participants

Effective Listening Techniques	Skills for Defusing Emotions (<i>Defusing anger requires the ability to:</i>)
• Watch body language	• Reflect feelings
• Always make eye contact	• Paraphrases content
• Ask questions to clarify	• Refocus
• Eliminate distractions	• Validate
• Be comfortable physically	• Ask open-ended questions
• Restate what is being said	• Reframe

COMMUNICATION SKILLS³

"You" Statements

- Listener feels judged or criticized
- Does not encourage resolution
- Threatening, accusing
- Impolite, unclear
- Makes demands

"I" Statements

- No blame or judgment
- Speaker states impact and desires
- Less threatening
- Sends clearer messages
- Speaker expresses feelings

"I" Message Formulation

Three Part Assertion Message Consist Of

- "When you..." (concrete description of other's behavior)
- "I feel..." (accurate, appropriate disclosure of your feelings about other's behavior)
- "Because..." (description of the concrete, tangible effect of the other's behavior on you)

² Adapted from New Mexico Center for Dispute Resolution, 1990

³ Human Services Management Training Workshop: School of Social Work, University of Minnesota, 1997