

Can You Hear Me Out There?!?!?

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Workshop Objectives

- Understand the differences between hearing and listening.
- Understand 'Active Listening'
- Become familiar with the keys to and barriers of effective listening
- Gain an awareness of active listening skills

What's the difference?

➤ Hearing

- Involuntary
- Perceived noise
- No comprehension
- No consent required

➤ Listening (Passive)

- Voluntary
- Attentive
- Effortless



The Process

➤ Hear

- Sound enters eardrums travels to the brain

➤ Attend

- Brain receives the sound. Decides to pay attention

➤ Understand


- Takes what is meaningful. Applies it within context

➤ Remember

- Store information for use later



Barriers to Active Listening

- Distractions
 - Assumptions
 - Physical Gestures
 - Thinking about the next question
 - Talking too much
 - Hearing what you want
 - Judging
 - Your agenda
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- The bottom right corner of the slide features several sets of concentric circles, resembling ripples in water, rendered in a lighter blue shade than the background.

Keys to Effective Listening

- Seek Information
- Reframe, reflect & clarify.
- Pay attention. Observe everything.
- Don't interrupt
- Focus on key words, main ideas and examples
- Ask questions
- “Yes...and...” Statements

Where to find me...

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Resources

- International Listening Association
 - www.listen.org
- Online English
 - www.eto.english.com
- Michelle Payne, MCC
- www.livestrong.com
- www.study.com
- www.mediaed.org
- www.mindtools.com