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
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