



## The Art of Listening

### HEARING VS LISTENING

#### Hearing

- One step in listening
- Sound going in and out of your head

#### Listening

- Receiving
- Organising
- Interpreting
- Responding to information
- Paying attention

### TIPS FOR EFFECTIVE LISTENING

#### Stop talking

- Don't interrupt
- Nod your head, lean forward
- Look speaker in the eye
- Smile, laugh
- Keep your attention fixed on them

#### Focus on what's being said

- Listen to ideas not just words
- Make comments like "I see," "That's interesting"

#### Take yourself out of it

- Ignore your own thoughts or biases
- Hear the speaker's message

### DID YOU KNOW?

Average person speaks at **125** words a minute  
We can hear up to **400** words a minute

\*\*Use the extra time to evaluate and summarize message.