

# LISTEN AND BE LISTENED TO – TOP TIPS FOR EFFECTIVE LISTENING



*“The most important thing in communication is to hear what isn’t being said.”*

PETER F. DRUCKER

- **Make time to listen.** Avoid looking at your watch or at other people or events going on around you. Use eye contact and listening body language. Face and lean toward the speaker and nod your head as appropriate.
- **Listen for what is not said.** Don’t respond just to the meaning of the words; look for the feelings or intent beyond the words. Often the surface meaning of the words used by the sender is not the real message.
- **Keep your mind in the here and now.** Inhibit your tendency to mentally ‘wander off’.
- **Set the scene for active listening.** Curb your impulse to immediately jump in and answer questions or give advice.
- **Paraphrase for understanding.** If you are confused and do not understand alert the speaker and ask them to re-phrase or clarify.
- **Know your listening style** and tune into the listening styles of others. Adapt your communication to suit. Be empathetic and non-judgmental. You can be accepting and respectful of the speaker and their feelings without invalidating or giving up your own position.
- **Be conscious of listening barriers** and seek to remove them where possible.
- **Don’t interrupt.**
- **Make use of silence.**

# LISTEN AND BE LISTENED TO – 15 LISTENING FACTS



## Listening Fact #1

The average person talks at a rate of about 125 – 175 words per minute, while we can listen at a rate of up to 450 words per minute.



## Listening Fact #2

Listening accounts for approximately 1/3 of the characteristics perceivers use to evaluate communication competence in co-workers.



## Listening Fact #3

Listening and listening-related abilities such as understanding, open-mindedness, and supportiveness constitute the single dimension upon which people make judgments about communication competence.



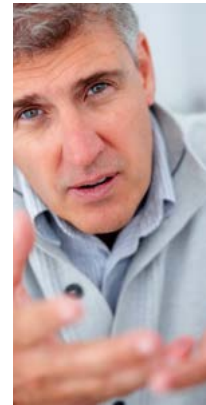
## Listening Fact #4

Being more willing to communicate and less apprehensive about listening and speaking is an indicator of better listening comprehension.



## Listening Fact #5

An individual's willingness to listen is positively correlated with communication skills and negatively related to receiver apprehension and sender based communication apprehension.



## Listening Fact #6

Spoken words only account for 30 -35% of the meaning. The rest is transmitted through nonverbal communication that only can be detected through visual and auditory listening.



## Listening Fact #7

In a spoken message, 55% of the meaning is translated non-verbally, 38% is indicated by the tone of voice, while only 7% is conveyed by the words used.



## Listening Fact #8

Both business practitioners and academics listed listening as one of the most important skills for an effective professional, yet only 1.5% of articles in business journals dealt with listening effectiveness.



## Listening Fact #9

On average, viewers who just watched and listened to the evening news could only recall 17.2% of the content when not cued, and the cued group never exceeded 25%.



## Listening Fact #10

In a linear one-way listening task, when presented with a list of words, people can remember, on average, 7 items.



## Listening Fact #11

40% of individuals choose to listen with two or more distinct styles.



## Listening Fact #12

People listen through one of four primary styles, including people oriented, time oriented, action oriented and content oriented. Females are more likely to be people-oriented and males are more likely to be action, content, or time oriented.



## Listening Fact #13

Leaders give good attention to the speaker by looking the speaker in the eye.



## Listening Fact #14

Leaders paraphrase the speaker to ensure understanding of the speaker's message.



## Listening Fact #15

Leaders are able to relate accurate messages to a third party, which shows that they listening to and remembered what the original speaker had said.

