



Improving Your Listening Skills

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Welcome to Improving Your Listening Skills



Session Goal



Feelings and needs are taken into account

Get results where you are
and communicating

More relationship



Feel we can achieve our objectives

The Process

- **Explore** the role listening plays in communication
- **Learn** about five approaches to listening
- **Discover** our own strengths and challenges when listening
- **Practice** recognizing and using effective approaches
- **Create** action plans to apply new skills



Listening Icebreaker



Interview

- Your partner's **name** and **position**
- Their **frustrations**:
 - ...listening to others
 - ...being listened to





Introduction to the Importance of Listening



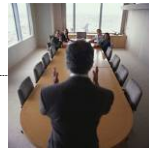
Speaking and Listening



Personal Listening Experiences

Think about a time...

...when someone listened to you and it was a meaningful or powerful experience.



...when you needed someone to listen to you, but he or she did not.



Importance of Listening

- 85% of what we know we learn from listening.
- 45% of our time is spent listening.
- A person recalls 50% of what they just heard...
- ...only 20% of it is remembered long term.
- Listening is the number-one skill sought for entry-level positions and promotional considerations.

Communication Ratio





Understanding What Influences Our Ability to Listen

