

# VERBAL SKILLS

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EFFECTIVE LISTENING

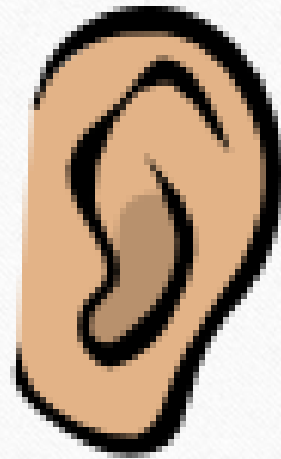
# Learning outcomes

- Explain what we mean by listening skills
- Identify why listening skills are important, from an employability perspective
- Identify key reasons why we often fail to listen effectively
- Adopt simple listening techniques to ensure that you listen effectively

## Why listening skills are important

- Improves relationships
- Improves our knowledge
- Improves our understanding
- Prevents problems escalating
- Saves time and energy
- Can save money
- Leads to better results

# Hearing



To perceive  
sound via the ear

# Listening



*To concentrate on hearing something; heed or pay attention to*

Collins English Dictionary

Listening Skills

# Sweet tasty Orange



## Barriers to effective listening

- Interrupting – knowing the answer
- Trying to be helpful
- Seeing discussion as competition
- Distraction - red flag words – emotional triggers
- Gap searching

# Simple listening technique

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## 1. Listen

- Don't interrupt
- Let the speaker finish
- Concentrate on what is being said and how it is being said
- Make notes if this helps
- Show the speaker that you are listening

## 2. Question

- Check understanding

## 3. Summarise

- Paraphrase what the speaker has just told you



# Emotional intelligence

<http://www.youtube.com/watch?v=wJhfKYzKc0s>

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