Listening to Others and Myself

Universal Intellectual Standards

Testing the quality of your thinking

Clarity	Could you elaborate further? Could you give me an example? Could you illustrate what you mean?
Accuracy	How could we check on that? How could we find out if that is true? How could we verify or test that?
Precision	Could you be more specific? Could you give me more details? Could you be more exact?
Relevance	How does that relate to the problem? How does that bear on the question? How does that help us with the issue?
Depth	What factors make this a difficult problem? What are some of the complexities of this question? What are some of the difficulties we need to deal with?
Breadth	Do we need to look at this from another perspective? Do we need to consider another point of view? Do we need to look at this in other ways?
Logic	Does all this make sense together? Does your first paragraph fit in with your last? Does what you say follow from the evidence?
Significance	Is this the most important problem to consider? Is this the central idea to focus on? Which of these facts are most important?
Fairness	Do I have any vested interest in this issue? Am I sympathetically representing the viewpoints of others?

Communication

A process of meaningful interaction among human beings. More specifically, it is the process by which meanings are perceived and understandings are reached among human beings.

McFarland's Thought

Process / Mode	Purpose
Verbal / Written	To Inform
Nonverbal / Visual / Symbolic	To Express Feelings
Written / Visual / Symbolic	To Imagine
Listening / Verbal / Written / Visual / Symbolic	To Influence
Verbal / Visual / Symbolic	To Meet Social Expectations

Levels of Listening

1. I Don't Hear You.
2. You Are "Rong"
3. Let Me Tell You How It Is
4. Tell Me More
5. This Is What I Hear You Saying

Active Listening

Concentrating on what the other person is saying and letting that person know you have heard them.

Active Listening

- ✓ Listen carefully to what is said and not said
- ✓ Use attending gestures, eye contact, body posturing etc.
- ✓ Convey a non-judgmental attitude
- ✓ Paraphrase to allow for correction
- ✓ Allows you to check your perceptions (emotions) about the sender's message
- ✓ Consider Rhythm and Timing

Active Listening

The Benefits of Active Listening:

- ✓ Establishes an open communication climate
- ✓ Communicates acceptance and increased interpersonal trust
- ✓ Facilitates (group) problem solving

Active Listening

Paraphrasing is used to:

- ✓ Check your understanding of what is being said and not said
- ✓ Ensure your points are understood
- ✓ Help eliminate the "I am not understood" syndrome
- ✓ Let the speaker think about what he/she is saying
- ✓ Encourages the speaker to say more

Active Listening

Paraphrasing Does Not Imply Agreement

Paraphrasing Implies Understanding

Active Listening

Paraphrasing With Affect / Responding To Feelings

- ✓ Encourages a more open level of communication
- ✓ Demonstrates your understanding of how the other person feels
- ✓ Allows for venting of emotions so they have less influence on the discussion

How have emotion or feelings impacted your communication?

How aware are you of your and other's emotions?

Dialogue

Really listening to another person, without reacting or even intending to respond. A stream of meaning flowing among, through and between us, creating a new understanding.

In dialogue:

a) Nobody is trying to win
b) It is about discovering your basic assumptions
c) It is about reflection, inquiry and advocacy

Dialogue

REALLY LISTENING

- Suspend certainties
- Listen between the lines
- Stop talking and listen to yourself
- Listen to your listening
- Be aware of your own thoughts and feelings
- Observe nonverbal behavior
- Maintain peripheral attention
- Don’t interrupt! Be still beyond your own tolerance level