

1. Social Capital
2. Social Intelligence
3. ACTIVE LISTENING
4. Identity
5. Verbal/Language, Cursing
6. Nonverbal Communication
7. Satisfying Relationships
8. Consummate Love
9. Conflict Management
10. Styles of Parenting/

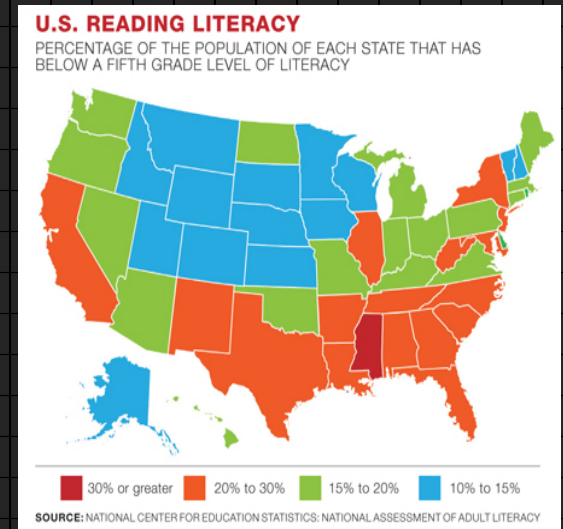
A Perfectly Good Hour

Grab Bag #3
Active Listening

Basic Language Skills. Formal training?

Reading
Writing
Speaking
Listening

} 12+ years



According to the National Center for Educational Statistics (NCES), 21 percent of adults in the United States (about 43 million) fall into the illiterate/functionally illiterate category. Nearly two-thirds of fourth graders read below grade level, and the same number graduate from high school still reading below grade level. (2020)

pathetic

1

10

masterful

How Effective are You?

Scale of 1-10

1 is pathetic and 10 is masterful...

Would your best friend agree with you?

...And your progeny?

How about your colleagues?

Survey of 1,000 nurses and physicians found most are confident in their listening skills.

87% **clinical doctors** think they do a great job listening to their patients.

96% of **mental health nurses** and advanced practice registered nurses said they had good listening skills, compared with 87% of **critical care nurses**.

The average American reports listening with 75% efficiency.

The average American listens with just 25% efficiency.

Who Killed Lord Smithe?



<https://youtu.be/ubNF9QNEQLA>

PREVIEW

Listening Skills Training: The Listening Process



1. Hearing
2. Attending
3. Understanding
4. Responding
5. Remembering

THE LISTENING PROCESS

1. Hearing
2. Attending
3. Understanding
4. Responding
5. Remembering



Control environmental distractions:

- Pets
- Electronics
- Annoying housemates, including spouses

Pseudolistening is Contagious



Sorry, I wasn't listening.



Mindfulness: A mental state achieved by focusing one's awareness on the present moment, while calmly acknowledging and accepting one's feelings, thoughts, and bodily sensations.

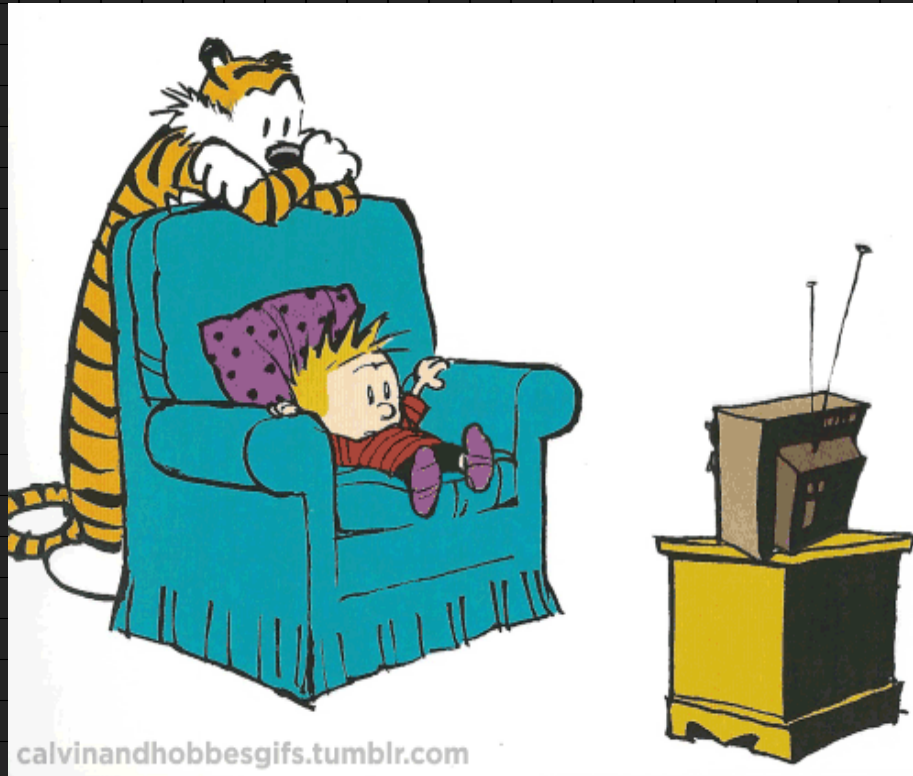
Managers who
don't listen will
eventually be
surrounded by
people who have
nothing to say.



Newman, *Seinfeld*

THE LISTENING PROCESS

1. Hearing
2. **Attending**
3. Understanding
4. Responding
5. Remembering



Infotainment *Sesame Street Syndrome*

We've taught people to interact with the world in 10-120 seconds of information-intensive entertainment.

Habitual multi-tasking conditions an overexcited state, make it difficult to focus.

THE LISTENING PROCESS

1. Hearing
2. **Attending**
3. Understanding
4. Responding
5. Remembering

Selective and Hyper-Attention

“Sesame Street Syndrome”

18 minutes TED Talk

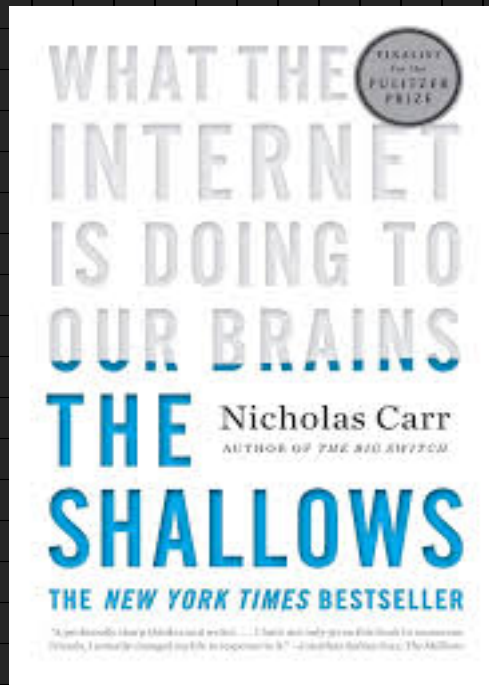
6 minutes PechaKucha

90-120 minutes film



THE LISTENING PROCESS

1. Hearing
2. **Attending**
3. Understanding
4. Responding
5. Remembering

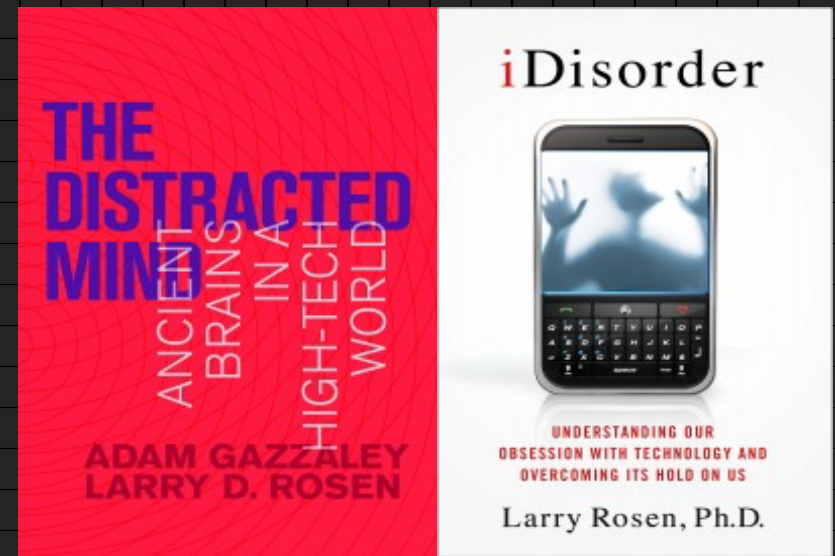


Clicking and skimming, rather than reading and thinking, shortens our attention spans

Nicholas Carr
Is the Internet Making Us Stupid?
The Atlantic Monthly, 2008

THE LISTENING PROCESS

1. Hearing
2. **Attending**
3. Understanding
4. Responding
5. Remembering

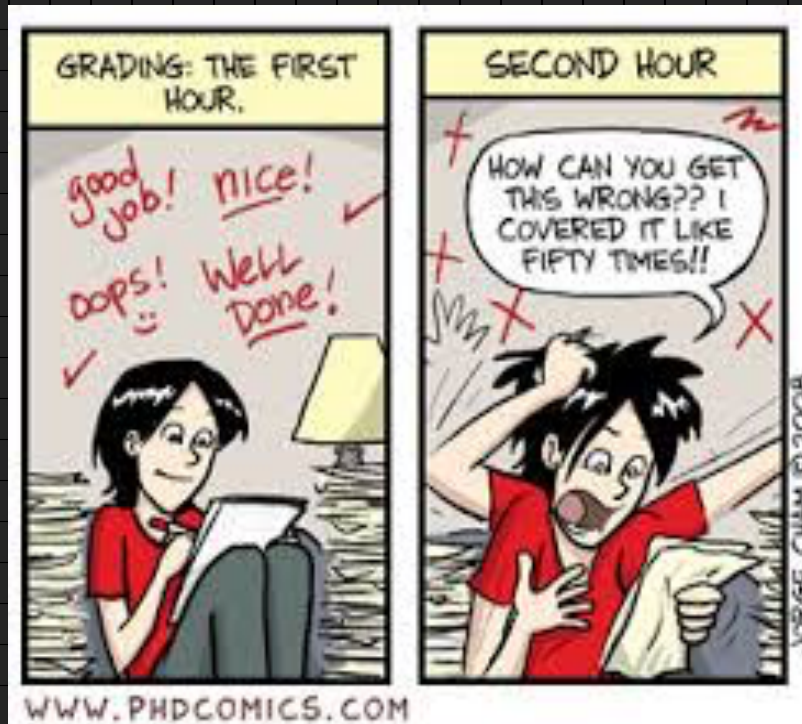


“We have watched students study something very important and even with us watching them they only attend less than 10 of the 15 minutes.”

Larry Rosen, Psychology, Cal State

THE LISTENING PROCESS

1. Hearing
2. Attending
3. Understanding
4. Responding
5. Remembering



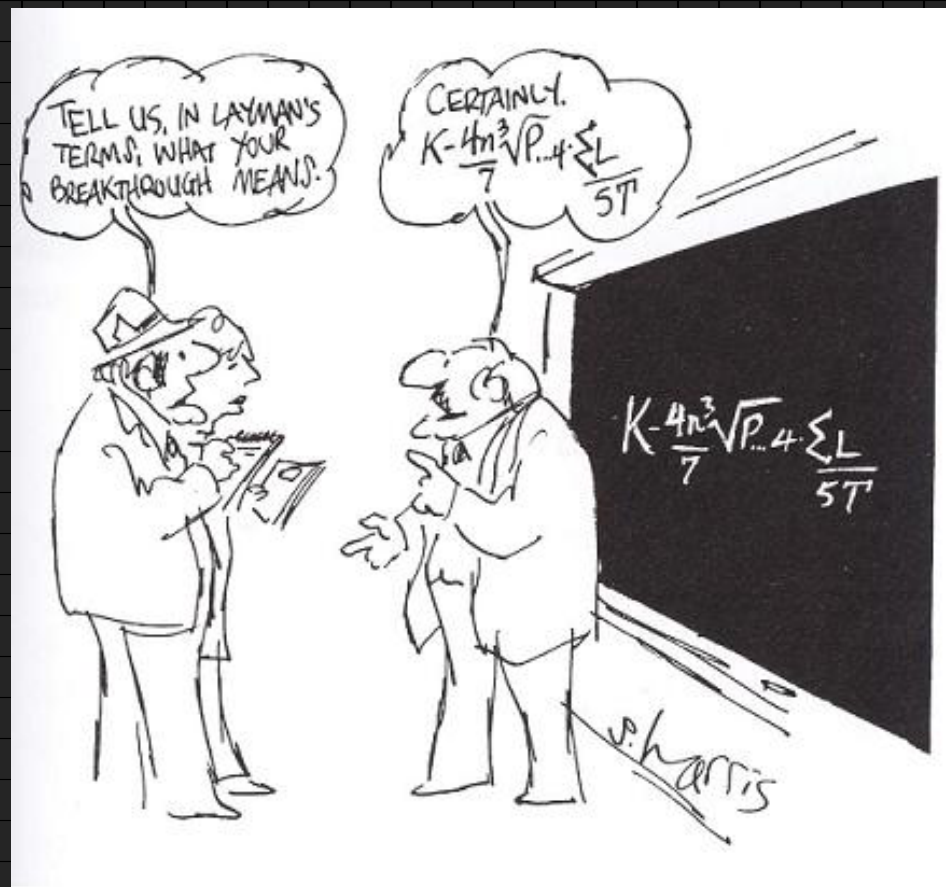
Vigilance Decrement

Take notes, doodle

Take brain breaks from listening

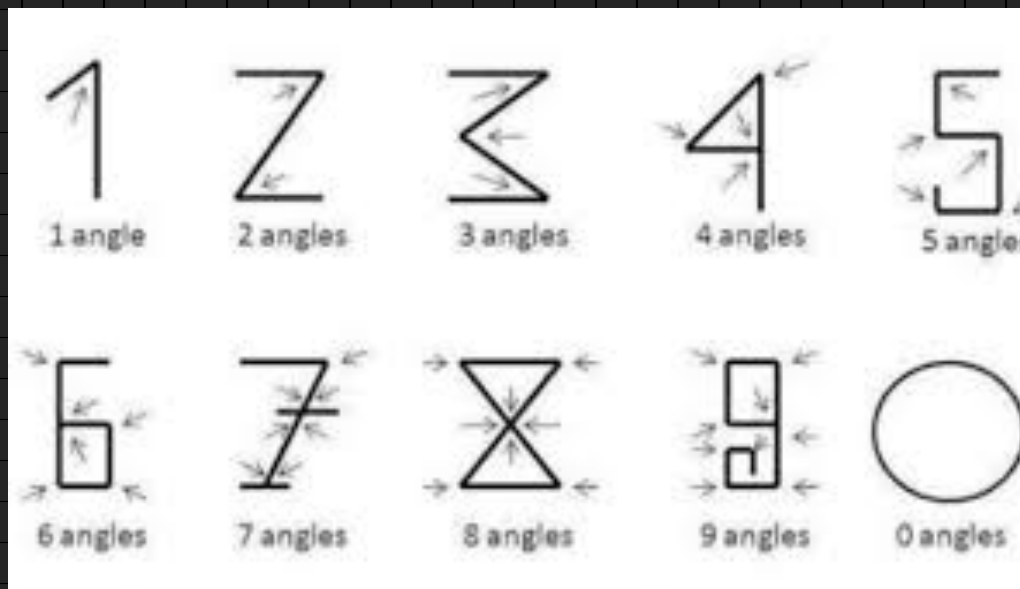
THE LISTENING PROCESS

1. Hearing
2. Attending
3. Understanding
4. Responding
5. Remembering



THE LISTENING PROCESS

1. Hearing
2. Attending
3. Understanding
4. Responding
5. Remembering



• ١ ٢ ٣ ٤ ٥ ٦ ٧ ٨ ٩

Arabic / Eastern Arabic numerals

• ۱ ۲ ۳ ۴ ۵ ۶ ۷ ۸ ۹

Persian / Dari / Pashto

• ۱ ۲ ۳ ۴ ۵ ۶ ۷ ۸ ۹

Urdu / Shahmukhi

THE LISTENING PROCESS

1. Hearing
2. Attending
3. Understanding
4. Responding
5. Remembering

Intelligence

The ability to understand and think about things, and to gain and use knowledge.

Analytical skills, EQ, IT skills

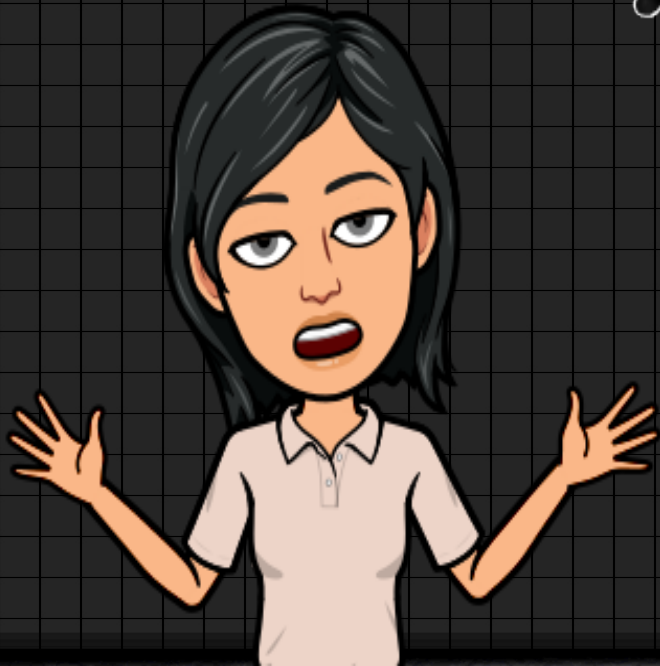
Socrates held that 'the unexamined life is not worth living.'



THE LISTENING PROCESS

1. Hearing
2. Attending
3. Understanding
4. Responding
5. Remembering

lit·er·al·ly



Q: Do you know what time it is?

A: Yes, I do.

Q: Hey, what's up?

A: The sky.

Q: Does this outfit make me look fat?

A: Yes. You *are* fat.

IDENTIFY THE COLORS BELOW. DON'T READ THE WORDS.

BLUE **YELLOW** **BLACK**

RED **BLUE** **ORANGE**

GREEN **PURPLE** **RED**

BLACK **RED** **ORANGE**

GREEN **BLUE** **BLACK**

RED **PURPLE** **YELLOW**

Stroop, J. R. (1935). Studies of interference in serial verbal reactions. *Journal of Experimental Psychology*, 18(6), 643–662

YELLOW BLUE ORANGE
BLACK RED GREEN
PURPLE YELLOW RED
ORANGE GREEN BLUE
BLUE RED PURPLE
YELLOW RED GREEN

The Stroop Color and Word Test (SCWT) is a neuropsychological test extensively used to assess the ability to inhibit cognitive interference that occurs when the processing of a specific stimulus feature impedes the simultaneous processing of a second stimulus attribute.

THE LISTENING PROCESS

1. Hearing
2. Attending
3. Understanding
4. Responding
5. Remembering

Meaning

```
graph TD; Content[Content] --> Relational[Relational]; Relational --> Content;
```

Content

Instrumental

Literal

Information explicitly
conveyed

Relational

Connection

Pragmatic

How you feel about
the other

THE LISTENING PROCESS

1. Hearing
2. Attending
3. Understanding
4. Responding
5. Remembering

Are you hungry? Would you like to stop and get something to eat?

Honey, can you pass me that honey for my tea?

I don't care what you do.

I don't care what you do.

I **DON'T** care what you do.

I don't **CARE** what you do.

I don't care **WHAT** you do.

I don't care what **YOU** do.

I don't care what you **DO**.

I DON'T CARE WHAT YOU DO!

(Whispered): I don't care what you do.

THE LISTENING PROCESS

1. Hearing
2. Attending
3. Understanding
4. Responding
5. Remembering



Open-minded people don't care
about being right.

They care to understand.

THE LISTENING PROCESS

1. Hearing
2. Attending
3. Understanding
4. Responding
5. Remembering

Tools for Responding



Minimal encouragers

Silence

Paraphrase

Summaries

Open-ended questions

I-statements

THE LISTENING PROCESS

1. Hearing
2. Attending
3. Understanding
4. Responding
5. Remembering

Cooperative Overlapping

Deborah Tannen, Georgetown University



- Sounds we make while someone is speaking
- *Minimal encouragers*
- Demonstrates involvement, responsiveness
- Done poorly, it is rude to interrupt
- Done too much, it is discouraging

THE LISTENING PROCESS

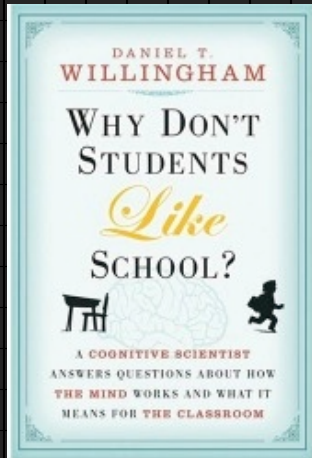
1. Hearing
2. Attending
3. Understanding
4. Responding
5. Remembering

Online Class: Elementary vs. High School

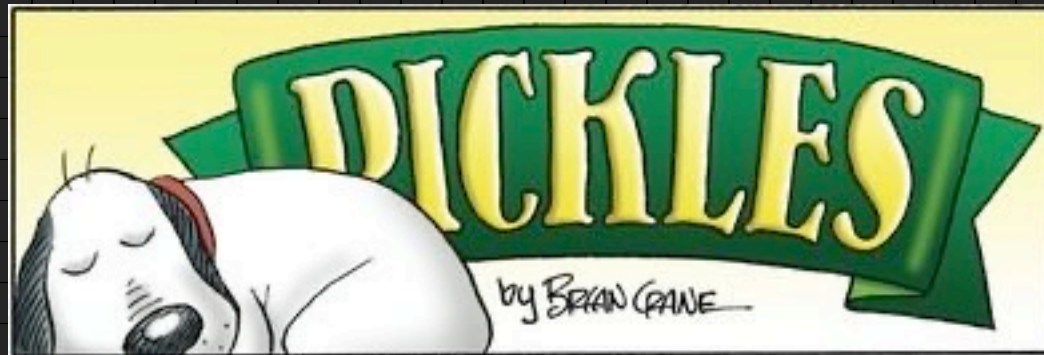
Elementary School



High School



This is NOT How to Talk So People Listen



THE LISTENING PROCESS

1. Hearing
2. Attending
3. Understanding
4. Responding
5. Remembering



picklescomic @bcglobal.net

5/19

© 2012 Brian Crane, dist. by Washington Post Writers Group

Practice Responding

You're really excited about this product.

You're confident that this will make my life a lot easier.

You're hoping that I'll buy this product today.

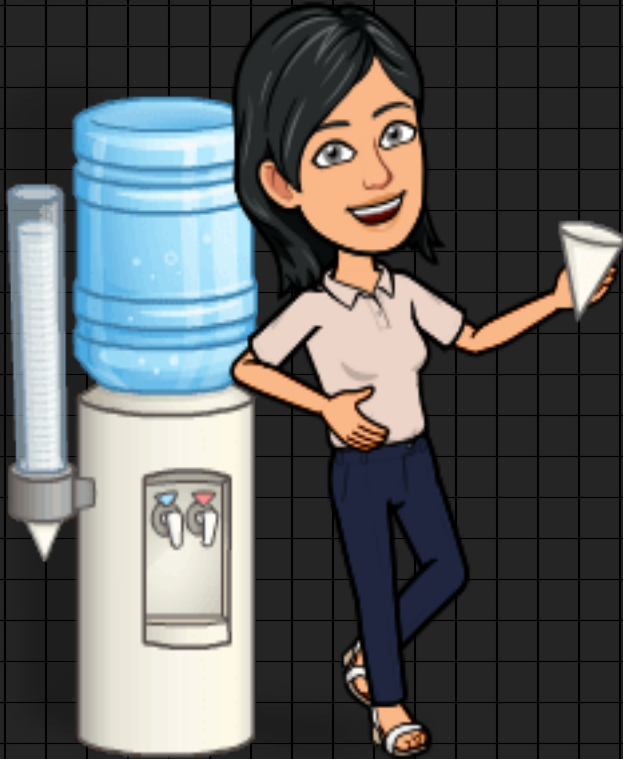
It's surprising to you how well this product works.

Gosh, you really want me to order this today so that I'll get the bonus.



THE LISTENING PROCESS

1. Hearing
2. Attending
3. Understanding
4. Responding
5. Remembering

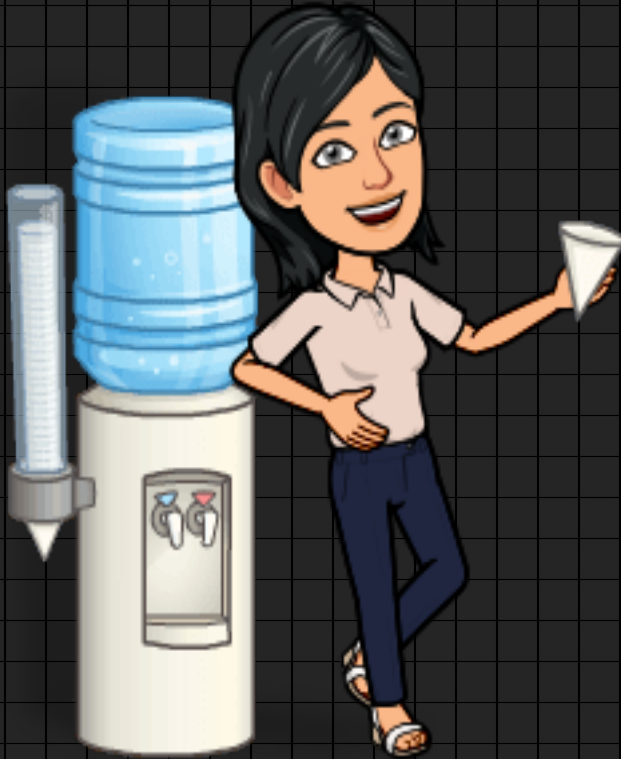


- *You're anxious about your medical test.*
- *I can tell that you are worried about your granddaughter...*
- *Your knee is still giving you a lot of trouble.*
- *You're looking forward to your trip.*
- *I love that joke. Okay if I share it?*
- *You're enjoying knitting that baby blanket.*

Knowing others boosts your social capital. It also helps you improve your relationships. (We call it making love maps).

THE LISTENING PROCESS

1. Hearing
2. Attending
3. Understanding
4. Responding
5. Remembering



- *How did that medical test go for you?*
- *Last time we spoke, you were worried about your granddaughter...*
- *Is your knee still giving you trouble?*
- *How was that trip to see your sister?*
- *I passed that joke you told me on to my brother. He loved it too. Thanks again.*
- *Have you finished knitting that baby blanket you were working on last week?*

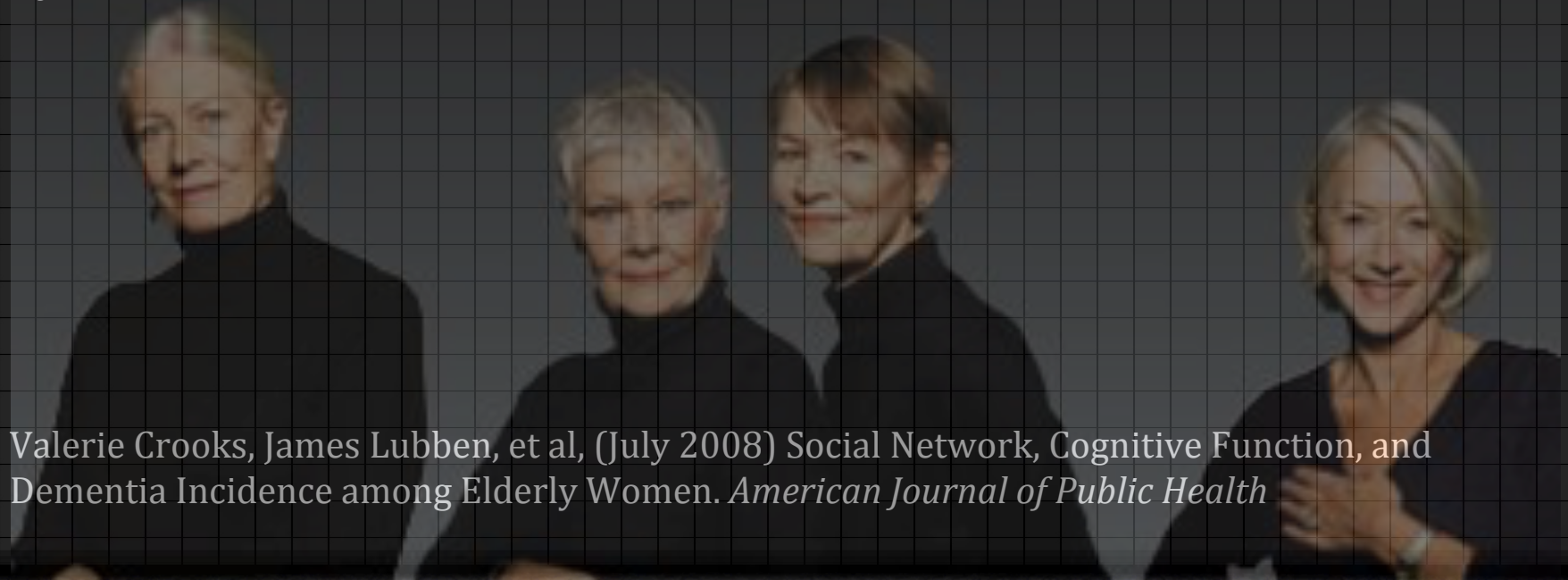
Knowing others boosts your social capital. It also helps you improve your relationships. (We call it making love maps).

THE LISTENING PROCESS

1. Hearing
2. Attending
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5. Remembering

In a study of 2,249 California women, researchers reported that older women who maintained **large social networks reduced their risk of dementia** and delayed or prevented cognitive impairment.

The results showed that women with the larger social networks were 26 percent less likely to develop dementia than those with smaller social networks. And women who had **daily contact with friends and family cut their risk of dementia** by almost half.



Valerie Crooks, James Lubben, et al, (July 2008) Social Network, Cognitive Function, and Dementia Incidence among Elderly Women. *American Journal of Public Health*

THE LISTENING PROCESS

1. Hearing
2. Attending
3. Understanding
4. Responding
5. Remembering

NSAC
IAFB
INAV
YARM
YAIR



THE LISTENING PROCESS

1. Hearing
2. Attending
3. Understanding
4. Responding
5. Remembering

DID YOU
RECALL
THOSE FIVE
LINES?

THE LISTENING PROCESS

1. Hearing
2. Attending
3. Understanding
4. Responding
5. Remembering

Discerning Patterns/Chunking

NSAC

IAFB

INAV

YARM

YAIR

NSA

CIA

FBI

NAVY

ARMY

AIR

THE LISTENING PROCESS

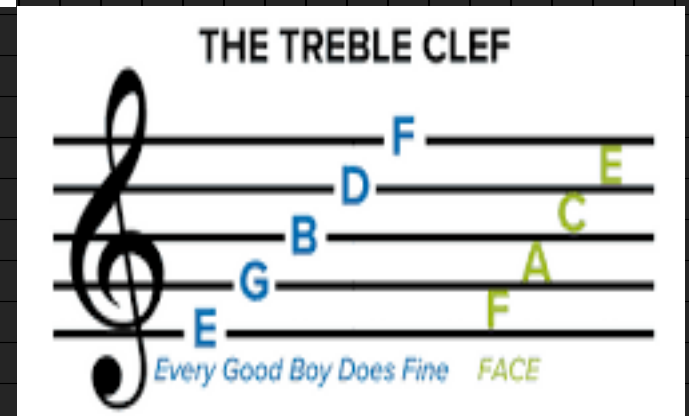
1. Hearing
2. Attending
3. Understanding
4. Responding
5. Remembering

Recall: Chunking and Mnemonics

Social Security Number
XXX - XX- XXXX



Person
Woman
Man
Camera
tv



Baddeley, A. D. (1994). The magical number seven: Still magic after all these years? *Psychological Review*, 101, 353-356.

THE LISTENING PROCESS

1. Hearing
2. Attending
3. Understanding
4. Responding
5. Remembering

Recall: Brain Breaks



Nap pod
Physiciansweekly.com

“Sleeping on a problem” for offline memory reprocessing

Richard Stickgold, *Nature*, Vol 437, Oct 2005

Daytime naps boost visual working memory

MacDonald, Lockhart, et al. *Cognitive, Affective & Behavioral Neuroscience*, 18, 2018

THE LISTENING PROCESS

1. Hearing
2. Attending
3. Understanding
4. Responding
5. Remembering

Review: Tips for Listening Well

1. Improve input: Use aids (glasses, hearing aid, notes)
2. Be mindful: Focus on here and now
3. Be purposeful: Determine listening goals
4. Be responsive: Check your understanding
5. Retain information: Look for patterns

THE LISTENING PROCESS

1. Hearing
2. Attending
3. Understanding
4. Responding
5. Remembering

Meaning

Content

Instrumental

Literal

Information explicitly
conveyed

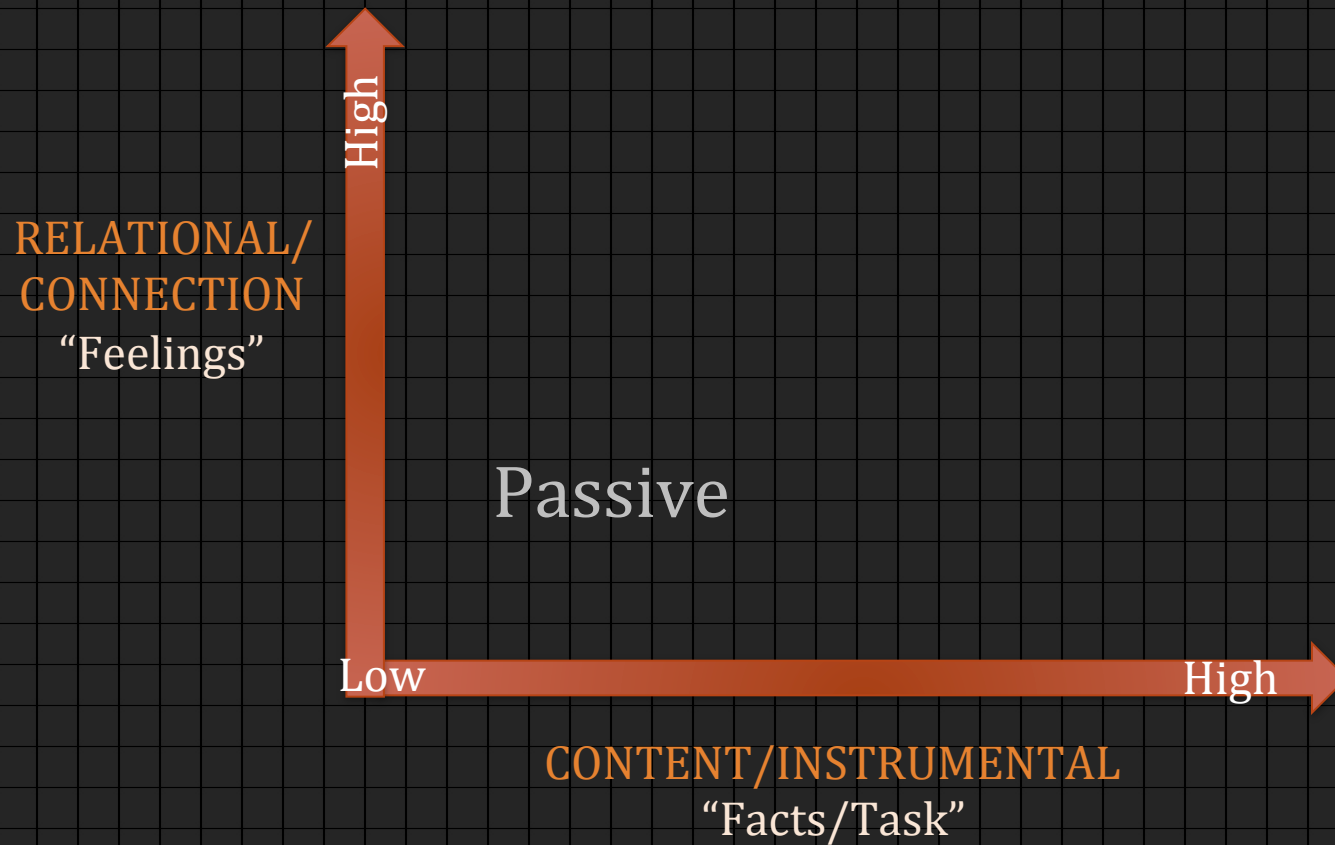
Relational

Connection

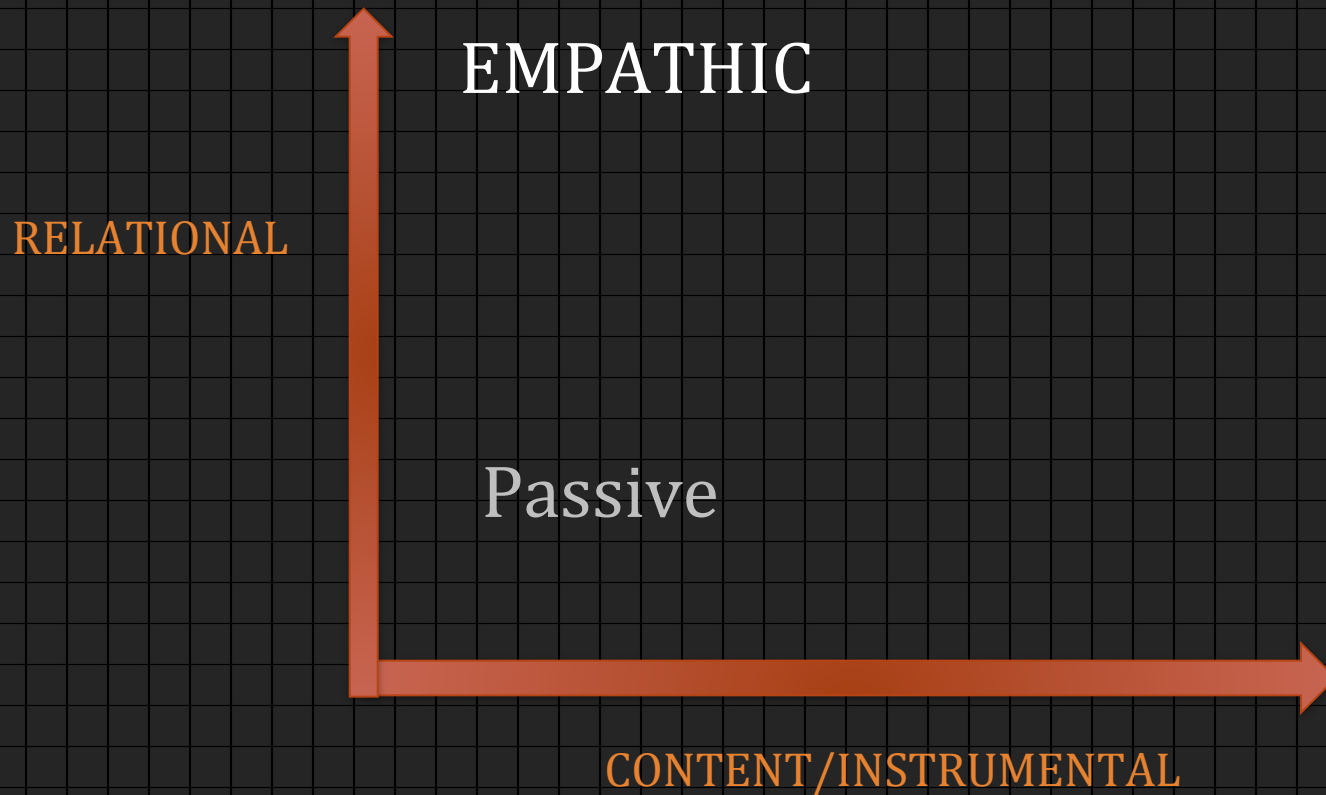
Pragmatic

How you feel about the
other

Styles of Listening



Styles of Listening

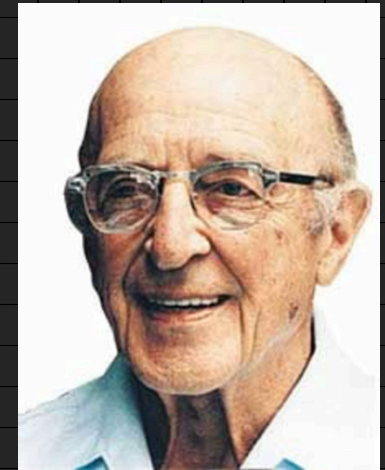


Carl Rogers

Empathic: An Unappreciated Way of Being

You are a confident companion to the person in his/her inner world. By pointing to the possible meaning in the flow of his/her experiencing, you help the person

- a. to focus on this useful type of referent,
- b. to experience the meanings more fully, and
- c. to move forward in the experiencing.



<https://youtu.be/WxC1HOxT2SU>

Empathic Listening



ASIST Suicide Intervention Model



1. Connecting
2. Understanding
3. Assisting

Empathic Listening

Professor Peck,

There is so much I can say about how grateful I am to have been your student this past semester... Here's a start:

Thank you for gracefully lending an ear when I needed it most. Prior to walking into your office, I felt like I was at rock bottom screaming at a neglectful world for someone to help me out. I felt very lonely and was reaching for a sense of worthiness. You did more for me within that 1 hour meeting than anyone close to me has done in months – you listened. You allowed me to be heard and empathized with my current situation, when you didn't have to – you're amazing! The sympathetic way that you just listened without jumping into "solution mode" was refreshing. I really felt heard and understood. So, thank you. Thank you for giving me the gift of being noticed. Thank you for allowing me to feel appreciated and worthy of someone else's time. Thank you for not only being there for me, but for giving me exactly what I needed at the time. To be honest, I'm not sure where I would be right now if it weren't for your undivided attention... therefore, I am beyond grateful that we crossed paths.

As you retire, please know that your influence carries on. You have impacted countless lives through the knowledge you have imparted, especially in our communications class! Nothing can come closer to the inspirational presence of a professor like you in a college student's journey. I aspire to be as ambitious, educated, and independent as you are, one day – seriously! If you EVER decide to write an autobiography, PLEASE shoot me an email! I am so intrigued with your past career choices and would love to read about your journey through life.

With that being said, on behalf of every student that you've encountered at NVCC, we wish you a relaxing and fulfilling retirement!!

Letter from a Student:

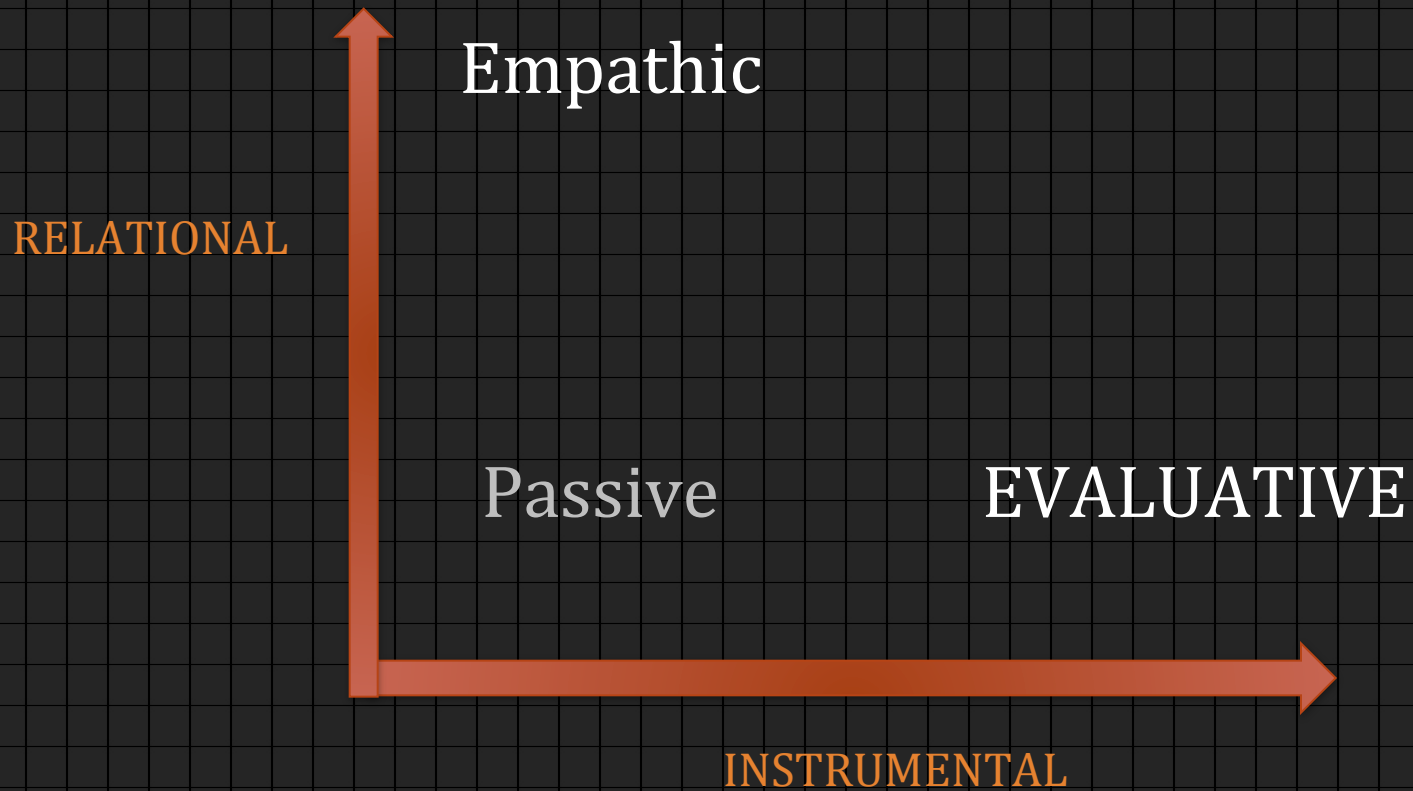
“You did more more me within that 1 hour meeting than anyone close to me has done in months – you listened.

You allowed me to be heard and empathized with my current situation...

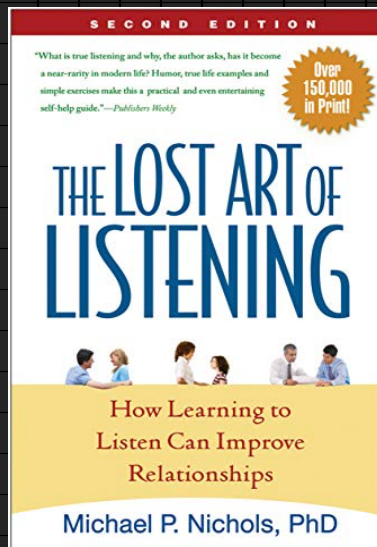
I really felt heard and understood.

To be honest, I'm not sure where I would be right now if it weren't for your undivided attention...”

Styles of Listening



To listen well, you may have to restrain yourself from disagreeing or giving advice or talking about your own experience.



Michael Nichols
The Lost Art of Listening



Alex Wong/Getty Images

Will you be watching the Presidential debates?





EVALUATIVE LISTENING



Courage is what it takes to stand up and speak;
Courage is also what it takes to sit down and listen.

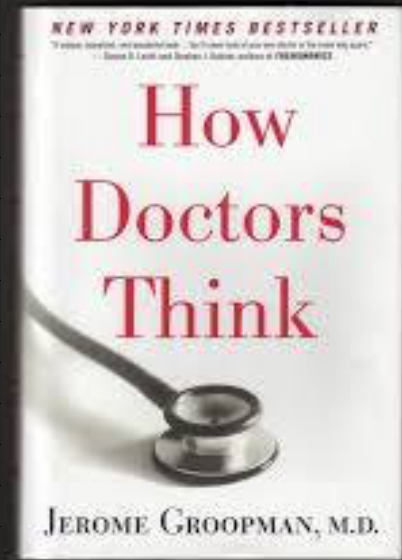
- Winston Churchill

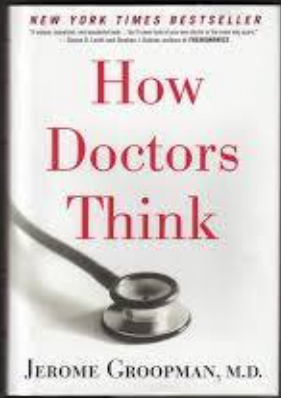


YOUR EARS WILL NEVER GET YOU INTO TROUBLE.

"Usually doctors are right, but conservatively about 15 percent of all people are misdiagnosed. Some experts think it's as high as 20 to 25 percent, and in half of those cases, there is serious injury or even death to the patient."

Jerome Groopman, a staff writer at *The New Yorker* since 1998, writes primarily about medicine and biology.





One patient irritated me and I shut my mind off to her. Her voice sounded to me like nails scratching on a blackboard.

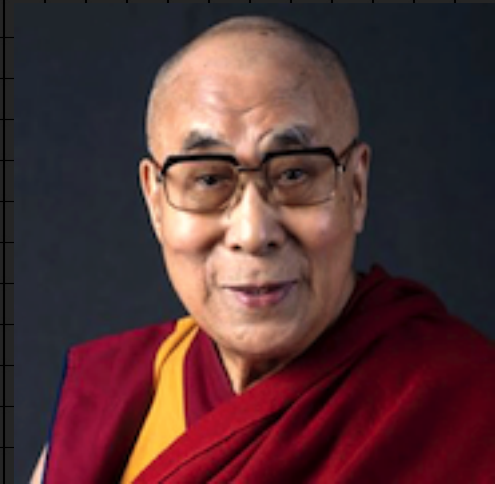
She kept complaining and I just became deaf. And it turned out she had a tear in her aorta. And it was fatal.

I think if you feel that a doctor doesn't like you, then you can first say with all candor, 'I feel like we're not connecting well.'

When you talk, you are only repeating what you already know.

But if you listen, you may learn something new.

Dalai Lama



The study analyzed 112 recorded clinical encounters between doctors and patients at general practices in Minnesota and Wisconsin, including Mayo Clinic and its affiliates...

Clinicians listened to their patients for **a median of 11 seconds before interrupting them**, with some providers interjecting within three seconds and others waiting up to 234 seconds.

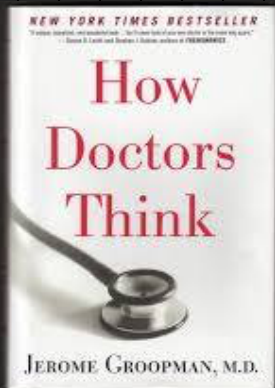
This is a very nervous woman who's in menopause and the feelings she's having are related to change of life.

And that causes what's called an attribution error or a stereotype.

This woman saw five doctors. And she said, 'You know what, I really feel these explosions in my body.' And everyone thought she was crazy.

And it turned out that she had a tumor that was producing adrenaline. So every once in a while, the tumor would release this burst of adrenaline which made her jittery and sweaty and nervous. And she was indeed a high-strung person.

But she said finally to the doctor who made the right diagnosis, 'I know that I'm a tense individual, but something's different. Something has changed.'



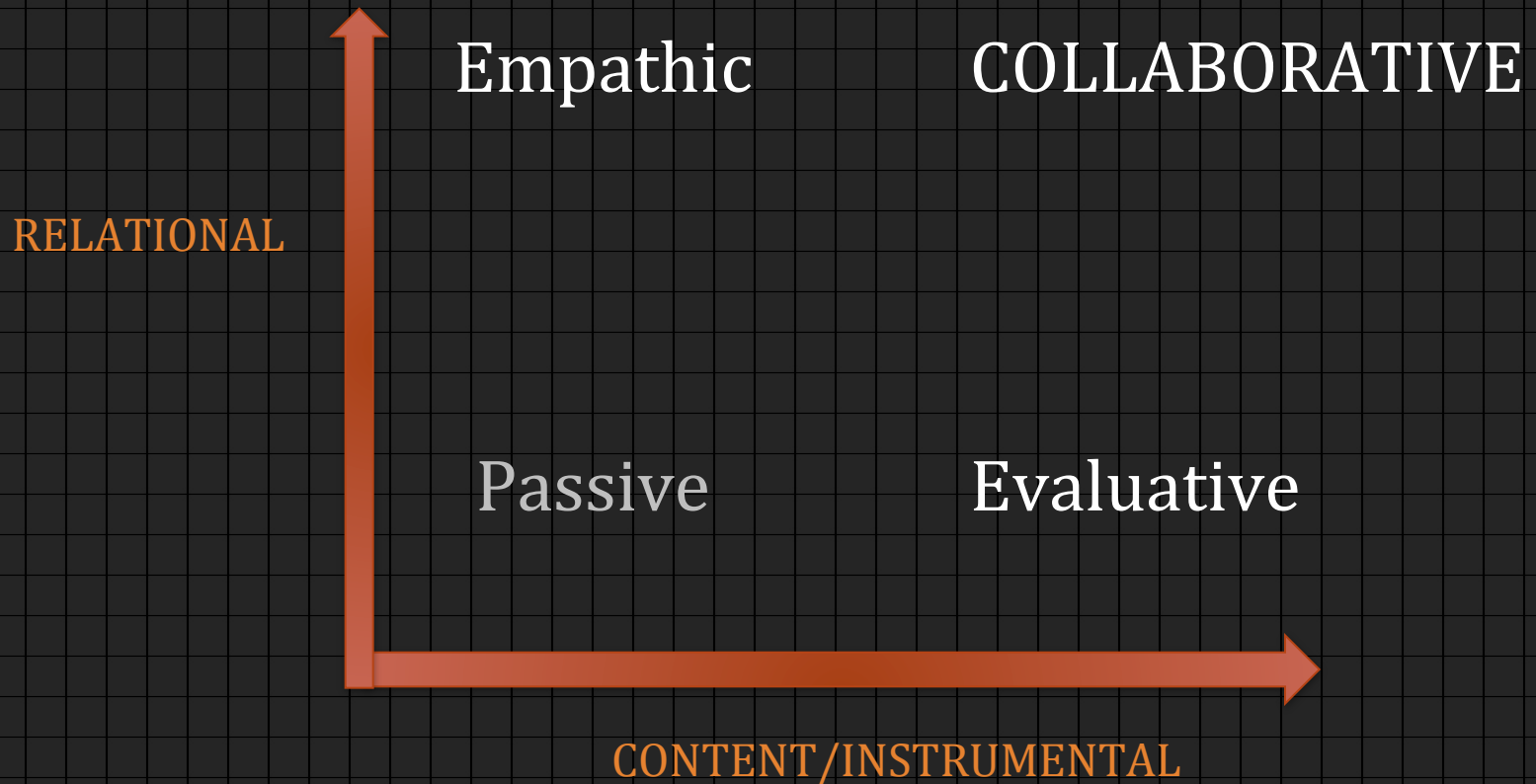


National Institutes of Health
Turning Discovery Into Health

How to Talk with Your Physician

1. Learn how to access your medical records, so you can keep track of test results, diagnoses, treatments plans, and medications. **Write down a list** of questions and concerns before your appointment.
2. Consider **bringing a close friend** or family member with you.
3. **Take notes** about what the doctor says, or ask a friend or family member to take notes for you.
4. Ask for the doctor's **contact information** and her/his preferred method of communication.
5. Remember that nurses and pharmacists are also good sources of information.

Styles of Listening



KITCHEN
TABLE
WISDOM



Stories That Heal

RACHEL NAOMI REMEN, M.D.

Foreword by DEAN ORNISH, M.D.

The most basic and powerful way to connect to another person is to listen.

Just listen.

Perhaps the most important thing we ever give each other is our attention.

A loving silence often has far more power to heal and to connect than the most well-intentioned words.

Rachel Naomi Remen



The smarter you get the less you speak.

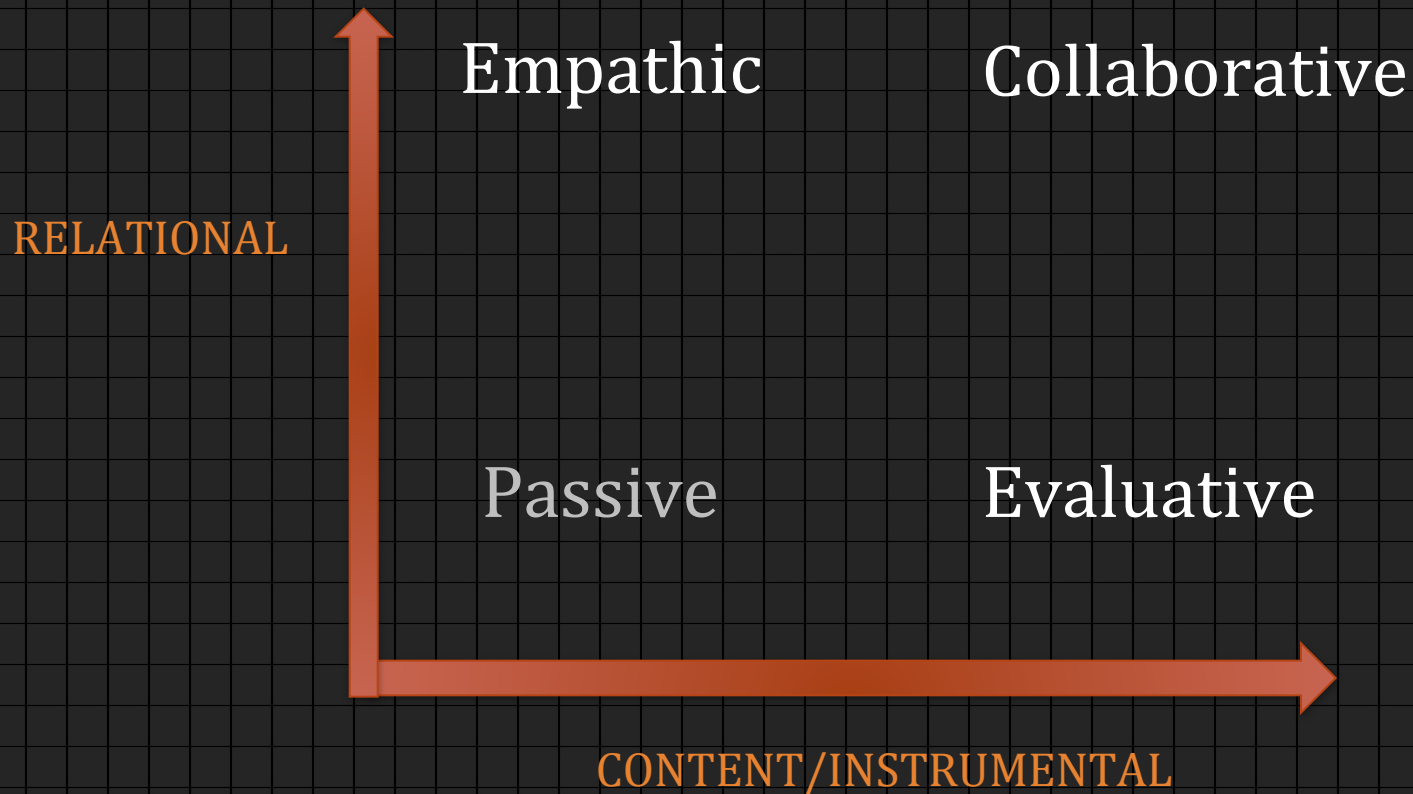
Talk less; say more.

Con conversationally-Induced Reappraisals

- “So, you’re thinking that if you kill yourself, he’ll realize how much you mean to him. Let’s talk about that a bit...”
- “You’re so upset that your granddaughter doesn’t thank you for your gifts that you want to stop giving her anything. How do you think that will work out?”
- “You’re miserable at work and really want to quit. Is quitting a viable option for you?”

Burleson, B. R., & Goldsmith, D. J. (1998). How the comforting process works: alleviating emotional distress through conversationally induced reappraisals. In P. A. Andersen & L. K. Guerrero (Eds.), *Handbook of communication and emotion: research, theory, applications, and contexts* (pp. 245–280). San Diego: Academic.

Styles of Listening



The average American listens with just 25% efficiency. Let's check yours!

THE LISTENING PROCESS

What are the five stages of the listening process?

1. Hearing
2. ?
3. ?
4. ?
5. ?

1. Hearing
2. Attending
3. Understanding
4. Responding
5. Remembering

A Perfectly Good Hour

1. Social Capital
2. Social Intelligence
3. Listening
4. Identity Politics
5. Verbal/Language, Cursing
6. Nonverbal Communication
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8. Consummate Love
9. Conflict Management
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