

GAHSA/SCANPHA DON WORKSHOP

KEYS TO EFFECTIVE LISTENING

1. Find a common interest
2. Put the person at ease
3. Judge content, not delivery
4. Delay judgment until the speaker is finished
5. Listen for the main idea of the message
6. Listen for the underlying message not being expressed
7. Take notes when appropriate
8. Concentrate on listening
9. Avoid distractions
10. Listen with an open mind, don't let prejudices or assumptions cause you to miss the messages
11. Talk less and listen more
12. Don't focus on preparing your response before you've heard the whole message

13. Read the body language
14. Don't interrupt
15. Clarify or paraphrase if the speaker isn't clear
16. Show you are listening
 - a. Lean forward, nod occasionally, smile (if appropriate), maintain eye contact, make comments such as "I see", or "go on"
17. Overcome the urge to be defensive

COMMUNICATIONS BARRIERS

- Sender has poor knowledge of the subject or is inadequately prepared.
- Sender does not believe in the message or support the policy behind it.
- Receiver has poor knowledge of the subject or is inadequately prepared.
- Receiver is not interested in the subject.
- Sender or receiver is temporarily preoccupied.
- People unintentionally fail to say what they mean.
- Sender and receiver have different vocabularies.
- Cultural differences exist between communicators.
- Professional differences exist between communicators.
- Status difference (leader-member) exist between communicators.
- One of the communicators has negative or hostile reactions to the other.
- One or both parties are unintentionally mis-communicating.
- Outside interference or distractions have occurred.
- Pressure of time does not allow effective communications to occur.