



IBM Software Group

Active Listening Enhancing Your Communication Skills

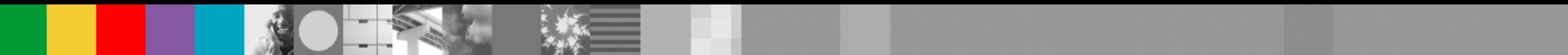
Mark Meredith
Facilitator
IBM Learning Americas



@business on demand software

Workshop Objectives

- Examine what poor listeners do that good listeners don't
- Use 6 techniques for better nonverbal listening
- Consider empathic listening
- Recognize the 3 levels of listening
- Take action



Poor Listening Attributes

- Calling something uninteresting
- Criticize the speaker's delivery
- Interrupting the speaker
- Showing no energy output
- Certain words derail our listening
- Listen only for facts
- Poor note takers
- Getting distracted - the technology trap

Source: Dr. Alan Zimmerman Ph.D.



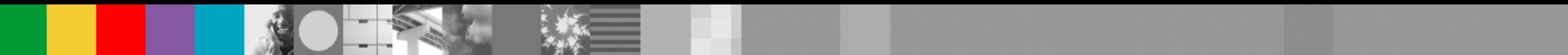
6 Nonverbal Techniques to Improve Listening

- **Sitting facing...or not?**
- Tip your head occasionally
- Attentive facial expressions
- Barrier-free focus
- **Lean forward**
- E.



6 Nonverbal Techniques to Improve Listening

- **Sitting facing...or not?**
- Tip your head occasionally
- Attentive facial expressions
- Barrier-free focus
- Lean forward
- **Eye contact**



Empathic Listening

- Principle of focus
- Principle of positive reinforcement
- Principle of question asking



3 Levels of Listening

- Level 1 listening: My inner voice that's constantly talking, reacting, responding (Gee, there's a lot of background noise on the line. Should I repeat the levels of listening or just plow on? I've only got 50 minutes to cover this material. Will I run out of time? Can I pull this kind of call off when I've never presented this material before via conference call/e-meeting?)
- Level 2 listening: The participant's inner voice e.g., Gee, there's lots of noise, I can't hear what Mark said about these levels of listening, maybe I should interrupt and ask him to repeat. No, I'll wait and send him an e-mail later)
- Level 3 listening: Coughs, beeps, heavy breathing, air of expectancy, etc. It's the overall environmental conditions that create the background noise to a presentation. It's the collective buzz in the air.



Workshop Objectives

- Examine what poor listeners do that good listeners don't
- Use 6 techniques for better nonverbal listening
- Consider empathic listening
- Recognize the 3 levels of listening
- Take action

