

You Talking to Me? (Listening Skills)

11th Grade BDB Activity

By

**TCHS Guidance Department
(Mr. Guzman)**

Objectives

- Recognize characteristics of a good listener
- Recognize good listener's use

Listening

- Today we are going to learn how to be a good listener. Employers look for good communication skills and good relationships are based on being able to communicate which means partly the ability to actively listen.

Listening

- Listening is a primary communication skill everyone needs. You already know how important communications is in your family relationships and your friendly relationships.

“Seek first to understand then to be understood.” (Stephen Covey)

- One of the greatest human needs is to be understood.
- When a person feels understood, they are more likely to listen to and consider your point of view.

“Seek first to understand then to be understood.” (Stephen Covey)

- 2 ears + 1 mouth = listen twice as much as you speak!
- People are drawn to a good listener.

Can you tell when someone is not listening? How?

- What are some ways you can tell if someone is not listening?

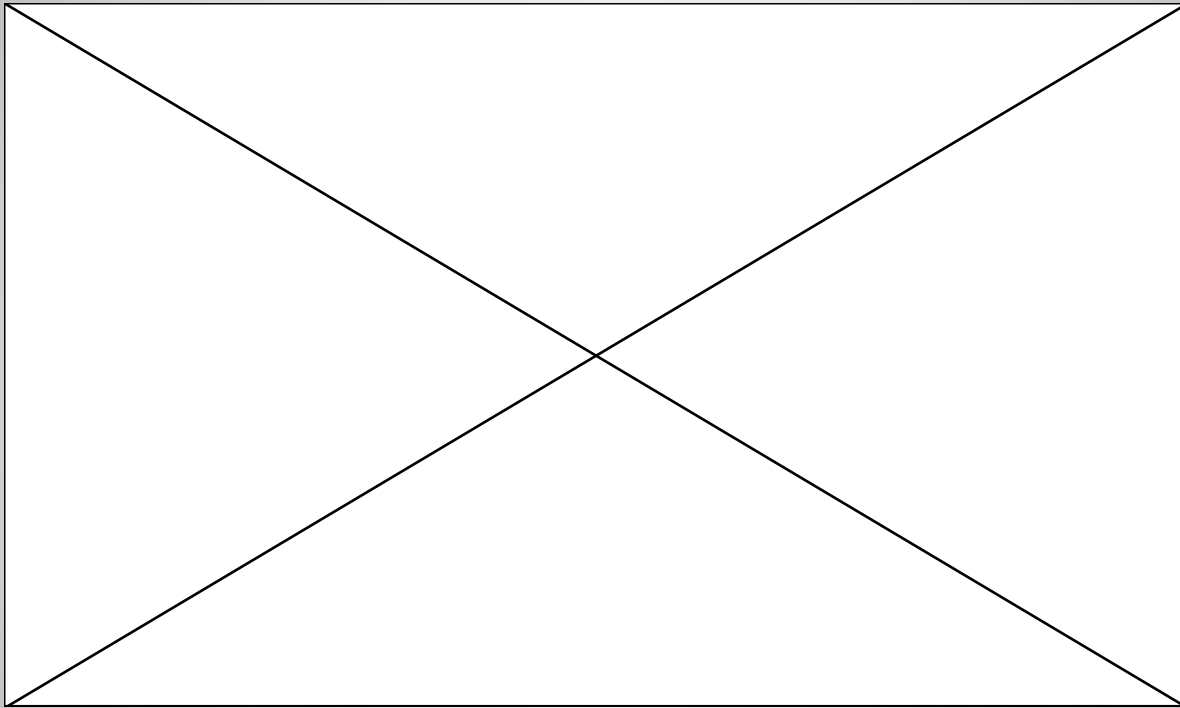
**Can you tell if someone is listening to
you?**

“Let’s try it....”

Here is a good example:

Watch **Sheldon** and **Leonard** have a conversation.
Can you tell who's the better listener?

Please press play



If you cannot see the video on the screen, please go to the next slide , then press the back button to return to this slide. The video will appear on this page. Sorry!!!

What are characteristic of a good listener?

- Maintains Eye Contact
- Summarizes what the person said
- Encourages the person to tell you more
- Leans toward the speaker
- Nods your head as the person speaks
- Reframes what the person said
- Uses facial expressions to let the person know you are listening
- Asks open-ended questions
- Listens without giving advice

What are **NOT** characteristics of a good listener?

- Making judgmental comments
- Telling the person not to feel the way they do
- Checking your watch
- Leaning away from the speaker
- Glancing away from the speaker from time to time
- Interrupting
- Yawning
- Taking notes and looking up at the person occasionally

Communication Skills

- Communication skills can also help with your girl friend or boy friend.
- Even with your parents.
- Even with your instructors and eventually your co-workers.
- Practice being a good listener with your parents and your friends.
- It can't hurt, and it may help!
- It is as important as being able to speak effectively!

Phrases good listeners use

- **“Tell me more”**. (Communicates you are interested and trying to understand.)
- **“So, what you really want is.....”**(Communicates you are trying to understand.)
- **“So, what you really need is.....”** (Communicates you are trying to understand.)
- **“That must’ve made you feel really.....”**(bad, sad, mad, etc.) (Communicates you are listening.)

Phrases good listeners use

- **“Sounds like you feel.....”** (Good way to check to see if you are understanding the person.)
- **“Let me see if I understand you.....”** (Great way to check to see if you are understanding and to let person know you are trying.)
- **“Sounds like it’s really important to you that.....”** (Good way to check to see if you are understanding the person.)

Your Take....

- Give your own examples of good listening and communication skills
- Give examples of some “not so good” listening and communication skills
- If time allows... pair up and role play a job interview using both good and “not so good” skills.

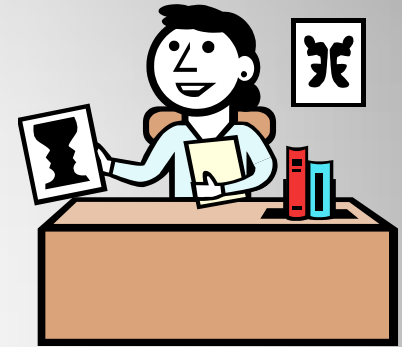
Visit the Guidance Department

For information regarding:

- *Applying to college*
- *Financial aid*
- *Taking the SAT or ACT*
- *Scholarships*
- *Post secondary plans*
- *Graduation*
- *Anything*

Guidance Counselors

- Paige Wells A-Z
- Jean Guzman D-I
- Dr. Barbara Bryant J-P
- Tara Miller Q-Z



Important

Juniors “to do”

1. You should begin taking the SAT and ACT now. A list of test dates is available in the Guidance Office.
2. Get involved in clubs and leadership positions.
3. Get involved in interscholastic activities.
4. Start looking at college application now! Find out what you will need to apply in your senior year. (i.e. Letters of Recommendations, Essays, GPA, Course Rigor)
5. Use your summer vacation to visit colleges.