

TEN KEYS TO EFFECTIVE LISTENING

Ten Keys	The Bad Listener	The Good Listener
1. Find area of interest	Tunes out dry subjects	Opportunist, asks "what's in it for me?"
2. Judge content, not delivery	Tunes out if delivery is poor	Judges content, skips over delivery errors
3. Hold your fire	Tends to enter into argument	Doesn't judge until comprehension is complete
4. Listen for ideas	Listens for facts	Listens for central themes
5. Be flexible	Takes intensive notes using only one system	Takes notes of central themes only
6. Work at listening	Shows no energy output. Attention is faked	Takes fewer notes. Uses 4 – 5 different systems, depending on speaker
7. Resist distractions	Distracted easily	Fights or avoids distractions. Tolerates bad habits, knows how to concentrate
8. Exercise your mind	Resists difficult expository material; seeks light, recreation material	Uses heavier material as exercise for the mind
9. Keep your mind open	Reacts to emotional words	Interprets colour words; does not get hung up on them
10. Capitalise on fact that thought is faster than speech	Tends to daydream with slow speakers	Challenges, anticipates, mentally summarises, weighs the evidence, listens between the lines to tone of voice