



# *Active Listening*

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Building leadership through active listening

Raquel de Korniejczuk  
UNIVERSITY OF MONTEMORELOS

# Questions

- What percentage of your workday do you spend listening?
- Write down how much of your work day you spend on
  - Reading
  - Writing
  - Speaking
  - Listening



# Thinking

- What would their world be like if people listened carefully and spoke with meaning?
- You probably took some kind of class in
  - Reading
  - Writing
  - Listening?

# What is listening?

*Listening is like learning to read people*





# Self-assessment

Taken from Basic Skills -Self Assessment -Bishop House Consulting

	Almost always	Generally	Sometimes	Never
Do you let people finish what they were trying to say before you talk?	4	3	2	1
If the person hesitates... Do you encourage them to talk instead of starting to answer them?	4	3	2	1
Can you hear everything even when you think you know what the person is going to tell you?	4	3	2	1
Can you listen without judging even when you disagree or don't like the person who is talking?	4	3	2	1

	Almost always	Generally	Sometim es	Never
Do you stop what you are doing to give full attention when you listen?	4	3	2	1
Do you make eye contact, nod your head, and other nonverbal ways to indicate that you are listening?	4	3	2	1
Do you listen to everything despite the speaker's manner of expression?	4	3	2	1
Do you ask the person questions to clarify their ideas?	4	3	2	1



# Score

- Add up your score: \_\_\_\_\_
- 29- 32: Outstanding, very attentive. You probably has a reputation for being a good listener.
- 24- 28: Very good. Probably need more effort in attention and evaluating your judgments.
- 19- 23: You need to make an effort. Identify your lowest scores and ask yourself how these issues interfere with your work. And if you were to improve?
- 18 or less: Ask yourself where the most serious part of your evaluation is. Examine your behavior. How could you improve and what would you gain if each response were more positive?



# Problems with listening

- Distractors - auditory, visual, mental
- False listening- I seem attentive but I'm thinking something else. This hurts the speaker
- Interrupting to speak my mind
- Mentally practicing the answer
- Giving advice without being asked

Jesicca Thiefels- Teamwork





# Reasons not to listen

- You want to talk
- Judge the others
- Preconceptions and prejudices
- Ego is at the center of the picture
- Want to do a lot of things at once



**Fred Halstead—Leadership skills that inspire incredible results**



# Christ's method



Active Listening





# Step 1

- Love: Love by listening
  - Listen without prejudice – The woman at the well (John 4:4-5)
  - Be aware of the filters: When we listen, we filter out what we hear. We see others through the lens of our culture, language, values, beliefs, expectations, intentions...



- We listen with love when there is
  - Honesty, truthfulness
  - Clarity
  - Authenticity
  - Integrity
  - Not only what he/she says but how he/she says it





- We do NOT listen with love when:
  - There is gossip (talking or listening)
  - We judge
  - We have a negative attitude
  - We complain about everything
  - We make excuses. We do not assume responsibility
  - We exaggerate - a form of lying
  - We mix opinions with facts





# Step 2

- ASK (inquire): Inquire to know
  - Ask questions to actively listen.
    - Jesus and the Blind Beggar (Mark 10:46-52)
    - Jesus and the Lame Man (John 5:5-9)
  - By asking questions, we actively know about each other's:
    - Concerns
    - Opinions
    - Needs





# Step 3

- STOP TO HEAR:
  - Stop what you are doing. Jesus stopped for the woman, when on His way to heal Jairus' daughter (Mark 5:22-34).
  - Leaders must be available to minister like Christ. No matter how busy they are. Stopping and listening, even in a brief encounter, says a lot about how much we value people.





# Step 4

- Try (test)... Hitting rock bottom to understand
  - Patiently pull out what is inside the people-  
Jesus and the woman from the well (John 4)
  - *Even though good advice is deep in the heart, the person with understanding will draw it out.*  
Proverbs 20: 5
- It is necessary to listen persistently until the person is ready to speak. You need to keep listening until you get to the bottom...



# Try...

- How do you actively listen to get to the bottom of the other's thinking?
  - Listen like a parrot: repeat to make sure you understand.
  - Critical listening: say whether you agree or disagree.
  - Empathic listening: try to understand their point of view.

# Men vs. Women

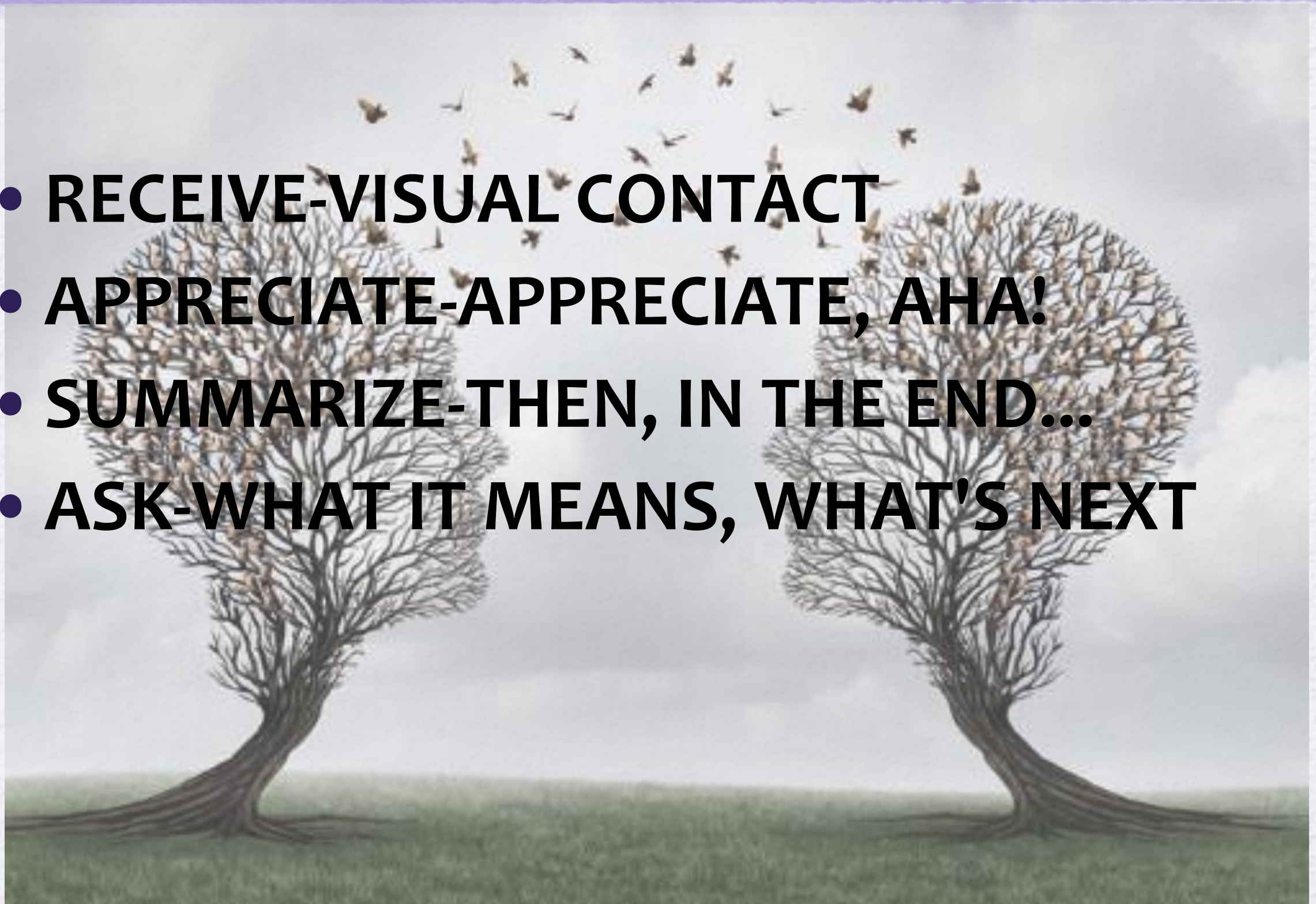
- Men and women tend to listen differently.
  - Men: reductive listening--there's a problem, it's solved, the end.
  - Women: expansive listening--the path is more important than the destination.





# Active Listening

- **RECEIVE-VISUAL CONTACT**
- **APPRECIATE-APPRECIATE, AHA!**
- **SUMMARIZE-THEN, IN THE END...**
- **ASK-WHAT IT MEANS, WHAT'S NEXT**







# Step 5

- BE CONNECTED (engaged): Focus
  - Be focused when it comes to serving people. Jesus' mind did not wander into other matters when he attended to someone: he looked at the people, he touched them. He let them know that they were important.
  - Listening like Jesus requires us to be this attentive. Body language gives us away: gestures, eye contact.





# Step 6

- PUSH (nudge): Teach prioritized listening
  - Push people to listen. Jesus knew the value of listening. He not only actively listened but showed that He listened to His Father (Mark 1:35), and He pushed people to listen (Matthew 15:10; Luke 8:18). He knew what He was asking.
  - We must actively listen as an example (1 Peter 5:3), but we must push them to remember that their first need is to listen to God first and then to men.



# LISTENING BOX

- How do I listen in different situations?

Evaluate yourself (Very good-quite good-sometimes good-not good):

- Boss
- Mother or father
- Lecturer
- A co-worker I know little about
- My best-friend
- Another very significant person

**Taken from Interpersonal communication: Listening and Responding.  
Sandra Collins, Southwestern Centrage Learning, 2009**



# Listening in negotiation

- Listen more, talk less
- If you listen, it's easier to be heard...
- Listening helps you understand, and to answer
- It's 'cheaper' to listen than not to listen
- Don't think that YOU are right
- Be willing to believe each other

# How to learn to listen

- First, listen to yourself.
- Calm your mind.
- Practice listening over and over again.
- The focus is on the other person. You put yourself in their shoes.
- Understand what the other person is saying and what they are not saying: their needs, emotions...



# Challenge

“O for generals, wise and considerate, well-balanced men, who will be safe advisers, who have some insight into human nature, who know how to direct and counsel in the fear of God.”

Selected Messages, Book 2, 362



# Listening is contagious!



Listen to others the way you like to be listened to...