



Speaking

*Verbal
Communication*

Speaking

- How good are your speaking skills?
- Do you send clear messages when you speak to others?
- Do others interpret your messages clearly?
- Do you send mixed messages?

Speaking

1) *Keep the listener in mind*

- Be aware of the meaning others will attach to the words you use

2) *Keep messages short and simple*

- Use proper grammar
- Explain yourself clearly
- Leave no room for confusion

Speaking

3) *Be considerate of others' feelings*

- Think before you speak

4) *Be Open and Honest*

- Don't expect them to read your mind

- You have to tell them how you feel

5) *Respect the Listener*

- Don't talk down or show disrespect

Speaking

6) *Check to see whether or not your message is being received accurately.*

– Ask for Feedback

- “What do you think?”
- “How do you feel about this?”
- “Do you understand what I am asking you to do?”



Listening

*Verbal
Communication*

Listening Barriers

- *Barriers to good listening skills*
 - Learning to Ignore Sounds or Background Noise
 - Forgetting parts of the message and then making assumptions based on what we think we heard
 - Studies show people remember as little as 25% of what they receive through listening
 - However . . .
 - Listening is 45% of the communication process

Listening Barriers

- *Understanding the message being sent*
 - Speaking different languages
 - Accents
 - Slang & Unfamiliar words
 - Joking vs. Serious
 - Expecting you know more than you do

Listening Barriers

- *Non-attentive Listening*
 - Become bored with the information
 - Get “confused” or “lost”
 - Don’t care about what is being said

Listening Barriers

- To busy thinking about:
 - *How to Defend your position*
 - Listen to what they are saying—their viewpoint will never make sense if you are worried about defending your own viewpoint
 - *When you can enter the conversation*
 - Don't be more concerned with what you have to say than what is being said

Listening Barriers

- To busy thinking about:
 - *Not having time to listen right then*
 - If this isn't a good time tell the other person that another time would be better
 - *Already know what they are going to say*
 - You don't know what they are going to say until they say it
 - *The advice you are going to give them*

Listening Barriers

- Break down these Barriers by:
 - *Paying attention*
 - Focus on speaker
 - Don't let your mind race
 - Avoid daydreaming
 - *Being Interested*
 - *Keeping the Speaker in Mind*
 - Background, experiences, point of view



Active & Reflective Listening

Verbal Communication

Reflective Listening

- *When the listener mirrors back the thoughts and/or feelings the speaker is experiencing.*
 - “What I think I hear you saying is”
 - “Correct me if I’m wrong, but aren’t you saying”
 - “I hear you saying. . . Is that right?”
 - “In other words, you think that?”
- If the listener is wrong then the speaker can restate in a different way.

Reflective Listening Case Study #1

- **Boyfriend/Girlfriend to Partner:** I'm so tired of you always choosing the activities that we do on dates. You never even ask me what I want to do, you just always expect me to like whatever you choose. I like being with you, but I also would like a say in what we do when we go out.
 - How would you respond using reflective listening?

Reflective Listening Case Study #2

- **Friend to Friend:** I just don't know what to do about my parents. It seems like they just don't understand me. Everything I like seems to go against their values, and they just won't accept my feelings as being right for me. It's not that they don't love me, they do, but they just don't accept me.
 - How would you respond using reflective listening?

Active Listening

- *Don't cross arms or legs or lean back.*
 - These are all non-verbal turnoffs
- *Lean slightly forward with clasped hands*
 - Translates as interested
- *If standing face the person & let your arms rest at your sides*
 - Translates as openness
- *Touch your face with your hand from time to time*
 - Translates as thoughtful and contemplative

Active Listening

- *Don't stand or sit too close*
 - May be a violation of personal space and makes the other person uncomfortable
- *Use appropriate eye contact.*
- *Nod if you understand or ask for clarification if you don't*
- *Vary your tone of voice*
- *Be honest and sincere*
- *Use Open Ended Questions*
 - Closed: Are you feeling bad today?
 - Open: How are you feeling today?

Practice

Active & Reflective Listening

- Get in groups of two
- Interview partner for 5 min.
- Interviewers job is to encourage partner to share information and feelings by using non-verbal cues active listening, and reflective listening. Also use the Top 8 Listening Skills.

Interview Round 1

- Interviewer needs to find out:
 - Where were they born?
 - How did you get your name?
 - What's the weirdest thing you've ever eaten?
 - What is their favorite holiday and one memory from that holiday.
 - Have you ever cheated?
 - What are your feelings about girls asking guys out on dates?

Interview Round #2

- Interviewer needs to find out:
 - How many siblings do they have and where do they fit in their family (first, middle, last, etc)
 - What is their favorite hobby?
 - Have they ever broken a bone or had an operation?
 - If you could go anywhere, where would you go?
 - Have they ever stolen anything?
 - What is their philosophy on kissing?

Evaluation

- Evaluate your listening skills.
 - Were you distracted while listening?
 - Did you feel heard by your partner?
 - How did you feel in each role?
 - Do you feel like you know your partner better after this activity?
 - Was there anything you noticed during this activity that made you feel your partner was or wasn't listening to you?