

The Power of Listening

by
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Short Description of the Presentation:

Good listening tends to draw people to you. Poor listening tends to cause people to drift away. This presentation is full of dozens of tips on how to become a better listener.

How Poor Listeners Are Viewed

Five Reasons We Fail to Listen

- Effort
- Competition
- Assuming what others are “going to say”
- Speed gap
- We don’t know how to listen

What the Active Listener Focuses On

The CARESS Model

- Concentrate
- Acknowledge
- Research and respond
- Exercise emotional control
- Sensing the nonverbal message
- Structure

Four Techniques That Will Help You Concentrate While Listening

Misunderstandings of Oral Communication

Three Ways to Structure a Speakers Message

Benefits of Good Listening