Effective Listening

Outline

The four (4) basic communication skills:
1. 
2. 
3. 
4. 

Definitions:
Hearing:

Listening:

Barriers to Effective Listening:
1. 
2. 
3. 
4. 
5. 
6. 

Strategies for Effective Listening:
1. 
2. 
3. 
4. 
5. 
6. 

Speaker’s Strategies to Assist in Effective Listening:
1. 
2. 
3. 
4. 
5. 
6. 

Reading Material:
1. Wolvin & Coakley: Listening
3. Thompson: Learning to Listen and Listening to Learn
4. Barker: How to Improve Listening
5. Donoghue & Siegel: Are You Really Listening? Keys to Successful Communication
6. Fromm: The Art of Listening
7. International Journal of Listening

Quotation:
“We have two ears and one mouth so we can listen twice as much as we speak.”
- Epictetus

LISTEN UP!