

## **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
2. Lyman, Steil & Bommelje: The Ten Golden Rules to Listen, Lead, and Succeed
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!