

Listening More Threatened, but More Important Than Ever

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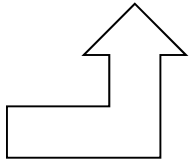
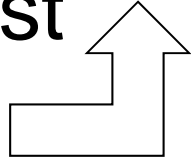
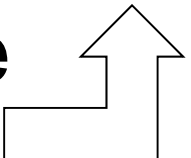
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The Need for More Effective Listening Skills in Today's High-tech Environments

Why Listening Is More Important Than Ever



Impact of Communication

- Increased sharing of information 
- Leads to increased trust 
- Which leads to increased willingness to cooperate 

Current Trends in Communication

- Number of Emails: 112/day
- Tweets: 250 million/day
- Facebook: 700 updates/second
- Social Media: 22% of internet time
- Phone: 2 years playing phone tag



Communication Issues



- People are overwhelmed with the volume of communication
- More communication, but relationships are shallower
- More use of written communication (email, texts, tweets, Facebook) rather than oral communication (face-to-face meeting, phone call, voice mail)
- Importance of Relationships

Frequently Listed Gender Differences

- Motivation to communicate
- Relative status with other person
- Directness vs. Indirectness
- Asking questions
- Problem solving
- Apologizing
- Giving criticism
- Negotiating
- Admitting lack of knowledge, skill
- Levels of confidence
- Boasting
- Leadership styles
- Stating opinions
- Ritual fighting
- Small talk
- Giving praise
- Complaining
- Humor (Types of humor and how it is used)



Age Differences



- Younger generations use more technology as they communicate.
- Older generations prefer face-to-face communication or over-the-phone communication.
- Younger generations are more likely to multitask while communicating.
- Older generations perceive this to be rude. (Younger generations do not think it is rude to be texting someone else while someone is talking to them.)
- Younger generations carry on multiple conversations simultaneously.

Cultural Differences

- Environment
- Time
- Action
- Communication
- Space
- Power
- Individualism
- Competitiveness
- Structure
- Thinking



What Does the Speaker Want from You?

Follow the Speaker's Lead

Match Your Listening Style with the Speaker's Purpose and Presentation



Listening Styles

- People-Oriented Listeners
- Action-Oriented Listeners
- Content-Oriented Listeners
- Time-Oriented Listeners



People Oriented Listeners

- Care and are concerned for others
- Are nonjudgmental
- Identify emotional states of others
- Are interested in building relationships
- Notice the moods of others quickly



Action-Oriented Listeners

- Get to the point quickly
- Concentrate on understanding the task at hand
- Encourage others to be organized and concise
- Tend to be impatient with rambling speakers
- Jump ahead and reach conclusions quickly
- Minimize relational issues



Content-Oriented Listeners

- Value technical information
- Test for clarity and understanding
- Welcome complex, challenging information
- Look at all sides of an issue
- Are overly detail oriented
- Take a long time to make decisions
- Minimize the value of non-technical information



Time-Oriented Listeners

- Manage and save time
- Discourage wordy speakers
- Give cues to others when time is being wasted
- Set time guidelines to meetings and conversations
- Tend to be impatient with time wasters
- Interrupt others



Important Listening Behaviors

- Stop talking.
- Don't interrupt.
- Give the speaker time to make his/her point.
- Listen to understand, not to refute.
- Determine what the speaker wants from you.
 - ✓ Information
 - ✓ Relationship
 - ✓ Feelings
 - ✓ Power
 - ✓ Action



Getting Better: Ways to Continue to Improve Listening Improvement Action Plan

- Personal Challenge
- Gold Medal Listener Characteristic