

10 Keys to Effective Listening

These keys are a positive guideline to better listening. In fact, they're at the heart of developing better listening habits that could last a lifetime.

	10 Keys to Effective Listening	The Good Listener	The Bad Listener
1.	Find areas of interest	Seeks opportunities; asks "what's in it for me?"	Tunes out dry subjects
2.	Judge content, not delivery	Judges content, skips over delivery errors	Tunes out if delivery is poor
3.	Hold your fire	Doesn't judge until comprehension complete	Tends to enter into argument
4.	Listen for ideas	Listens for central themes	Listens for facts
5.	Be flexible	Takes fewer notes. Uses 4-5 different systems, depending on speaker	Takes intensive notes using only one system
6.	Work at listening	Works hard, exhibits active body state	Shows no energy output. Fakes attention.
7.	Resist distractions	Fights or avoids distractions, tolerates bad habits, knows how to concentrate	Is easily distracted
8.	Exercise your mind	Uses heavier material as exercise for the mind	Resists difficult expository material; seeks light, recreational material
9.	Keep your mind open	Interprets color words; does not get hung upon them	Reacts to emotional words
10.	Capitalize on fact <i>thought</i> is faster than <i>speech</i>	Challenges, anticipates, mentally summarizes, weighs the evidence, listens between the lines to tone of voice	Tends to daydream with slow speakers