

HABIT 5

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Seek, First to Understand
Then to Be Understood.

Brahm, Maxwell, Vinny, & Devin

Communication

- Respect
- Listening Is The **Key** To Being Heard
- Treat Others The Way You'd Like to Be Treated

Five Poor Listening Styles

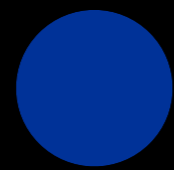
Word Listening

Selective
Listening

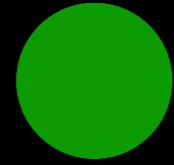
Self-Centered
Listening

Pretend Listening

Spacing Out



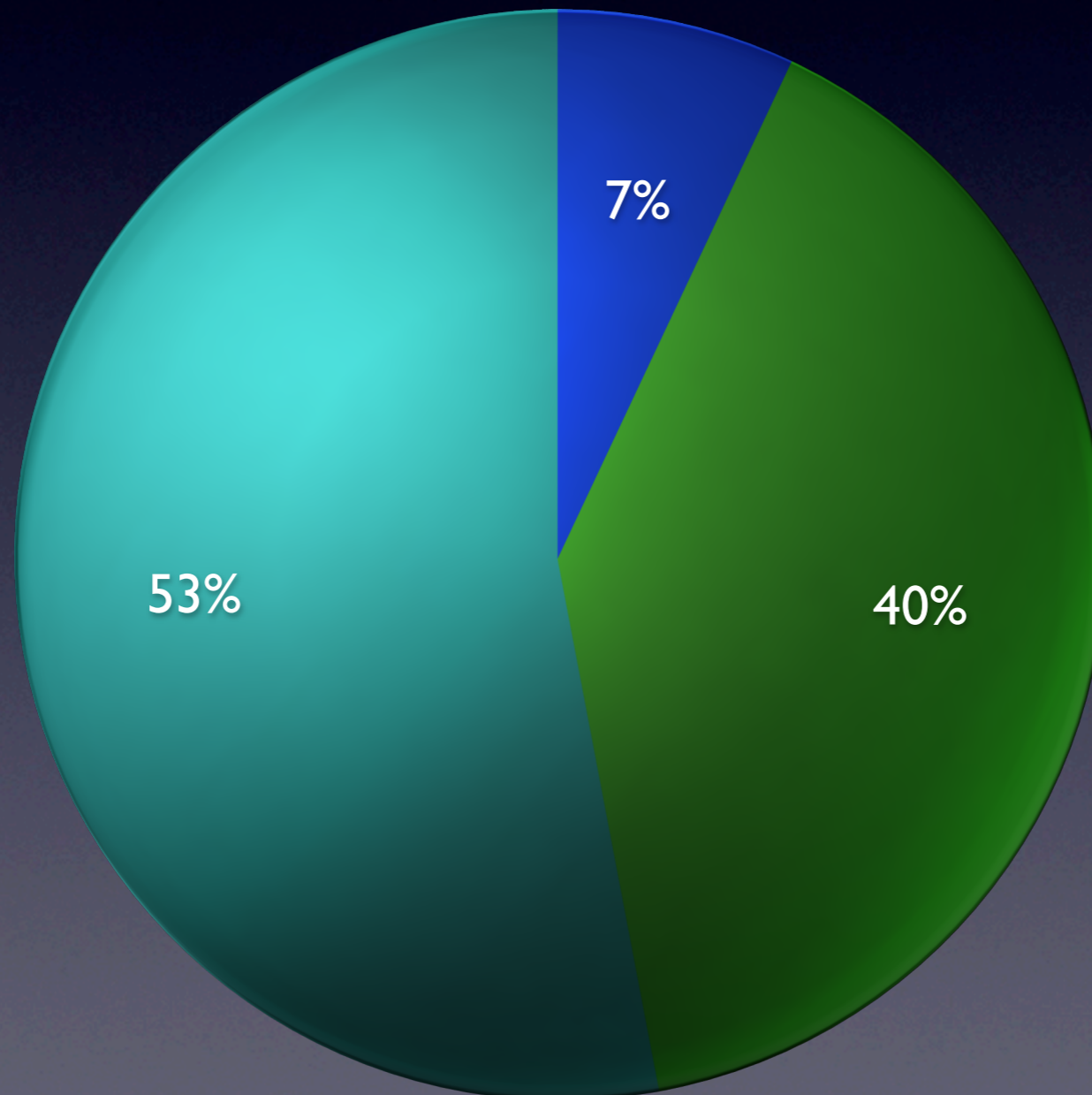
Words



Tone/Feeling

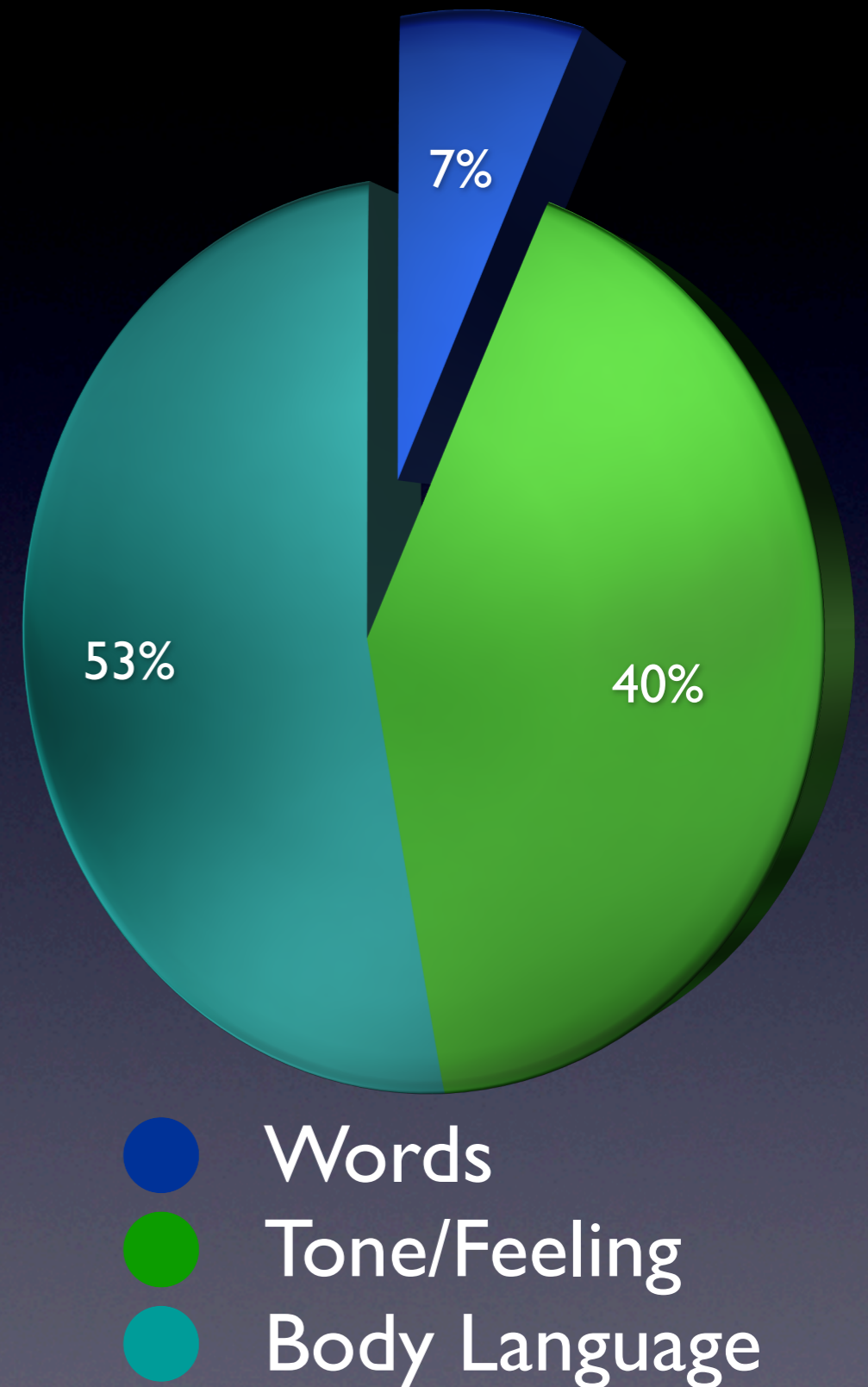


Body Language



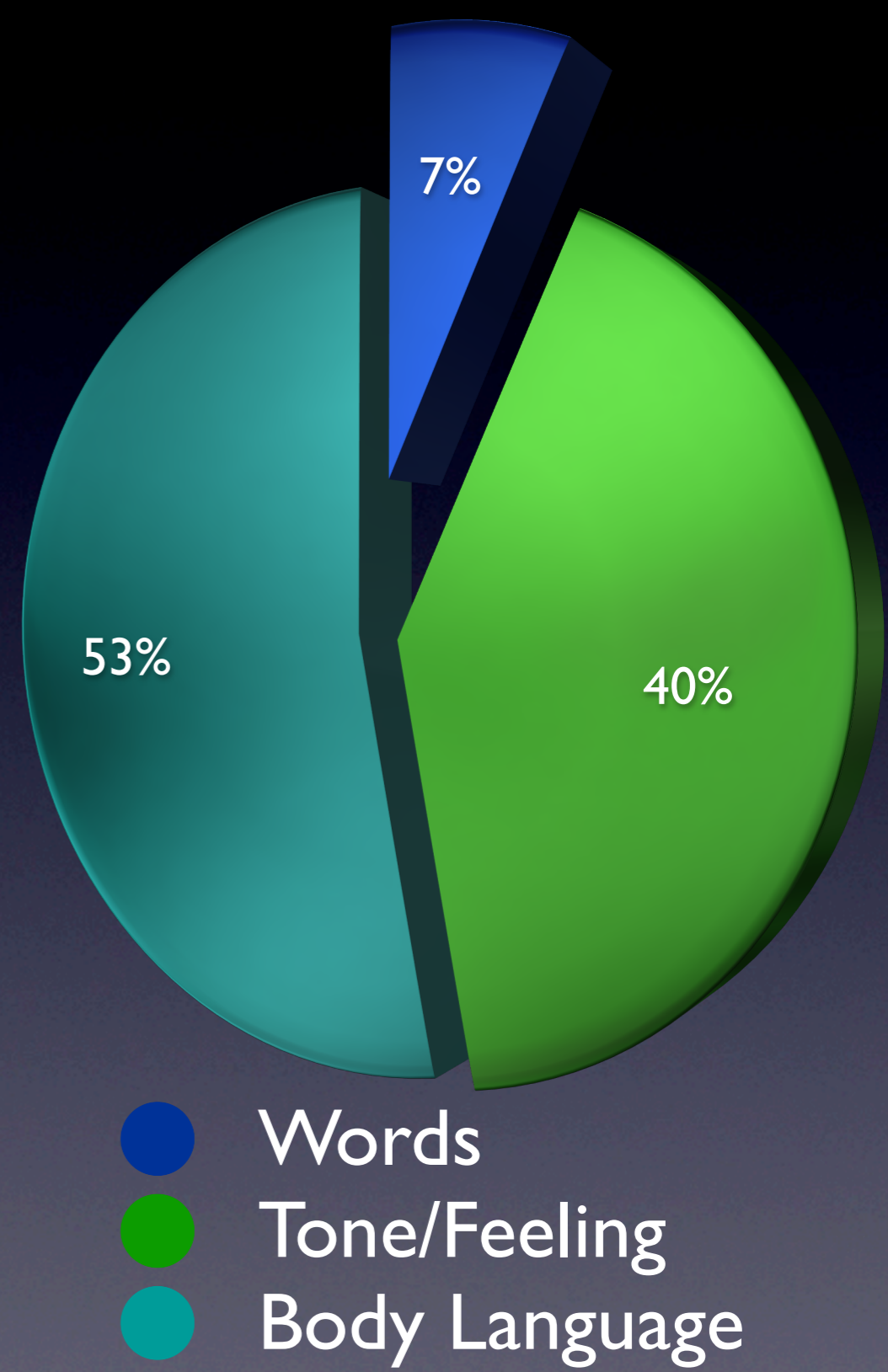
Spacing Out

Spacing Out occurs when someone is talking to us, but we choose to ignore them because our minds are wandering.



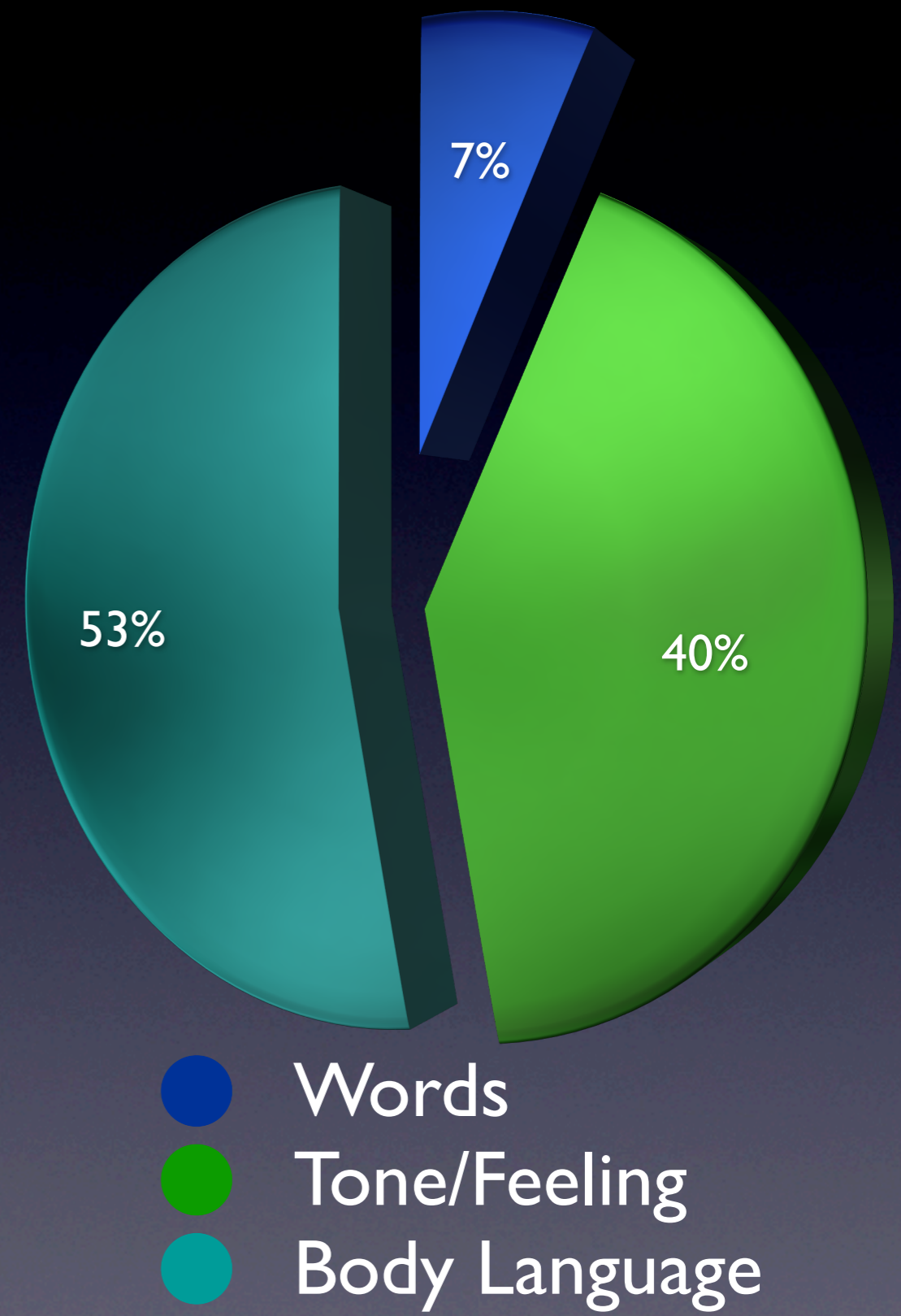
Pretend Listening

Pretend Listening occurs when someone is pretending to listen to someone who's speaking to them by making insightful comments at key junctures.



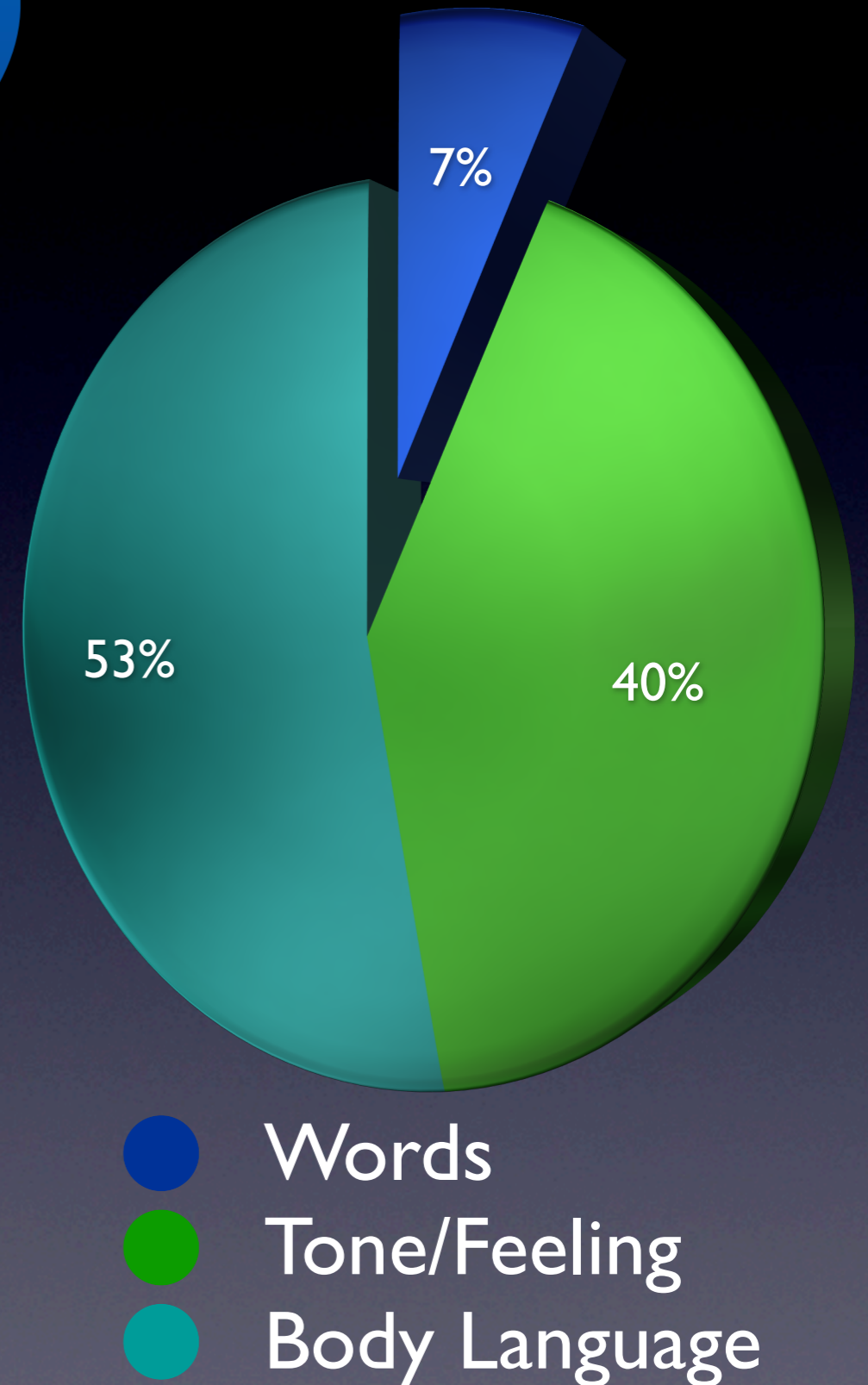
Word Listening

Word Listening occurs when someone is listening to the words you are saying, but choose not to pay attention to your tone or body language.



Self-Centered Listening

**Self-Centered
Listening** happens when
we see everything from
our own point of view.



Self-Centered Listening

Judging- When we make judgements about others based on how they look or what they say in the back of our mind without actually saying them aloud.

Advising- When we give advice drawn from our own experience.

Probing- When we try to dig for information from people that they are not yet ready to reveal.

How Do I Practice Genuine
Listening?

Mirroring

Repeating
Meaning

Warm And
Caring

Using Your Own
Words

Mimicking

Using The Same
Words

Repeating
Words

Cold and
Indifferent

Mirroring Phrases

“As I get it,
you feel that...”

“So, as I see it...”

“So what you’re
saying is...”

Thank You