



What does an Effective Listener do?

The Non-Effective Listener 	The Effective Listener	Habits of an Effective Listener
Quickly reacts to emotional content 	Interprets 'hot topics' and sensitive data.	Keeps an open mind.
Thinks the subject is boring; it doesn't apply to me. 	Asks: "What's in it for me?"	Looks for areas of interest.
Judges the speaker and tunes out the message. 	Judges the content; doesn't worry much about the delivery style.	Judges what is being said, not the delivery.
Gazes anywhere except at the speaker 	Establishes and maintains eye contact.	Picks up on non-verbal clues.
Has a tendency to daydream. 	Concentrates on the speaker and on the message.	Makes use of the time differential between speaking and listening.
Leaps to conclusions; makes judgements before understanding the entire picture. 	Withholds judgement until fully understanding the content.	Holds comments; doesn't make quick judgements.
Selectively listens for facts. 	Listens for central ideas.	Organizes ideas into patterns.
Lacks understanding of the content. 	Comes prepared through background reading.	Notes new words and concepts; asks questions.
Takes many notes—word for word.  	Is selective in note taking.	Uses more than one note taking method.
Is bored and shows it.  	Becomes actively involved with the speaker's message.	Focuses on being an active listener.
Is easily distracted. 	Focuses on the message.	Concentrates and resists distractions.

