

Bellwork:

- ▶ Take out your Q.O.D. and get ready to turn it in.
- ▶ Begin to fill out your Habit 4 Self-Assessment:
 - ▶ What do you think needs to go in the remaining bullet points?

Habit 5

Seek First to Understand, Then to Be Understood

“Listen to people sincerely”

Listen First, Talk Second

- ▶ Why is this the key to communication?
- ▶ It is a deep need of people to be understood.
- ▶ You can learn this simple habit-to see things from another's point of view before sharing your own- a whole new world of understanding will be opened up to you.

Five Poor Listening Skills

- ▶ Spacing Out
- ▶ Pretend Listening
- ▶ Selective Listening
- ▶ Word Listening
- ▶ Self-centered Listening

Spacing out

- ▶ Your mind is in another place and you are caught up in your own thoughts
- ▶ You are preoccupied with what you need to or should be doing



Pretend listening

- ▶ This is more common
- ▶ You make agreeing comments like, “yeah”, “uh-huh”
- ▶ The speaker usually figures it out quickly and feels that they are not important enough to be listened to



Selective Listening

- ▶ You only listen to the part of the conversation that interests you
- ▶ A key word will catch your interest and then you may change the conversation to something you want to talk about with that word in it.



Word Listening

- ▶ We actually pay attention, but only listen to the words and not the body language or the emotions that are behind the words.
- ▶ You don't seem to be on the same page as the speaker



Self-centered Listening

- ▶ We listen from our own point of view. Instead of listening in the other people's shoes, we want them in our shoes
- ▶ Often say things like - "I know exactly how you feel."
- ▶ Or "You think that your day was bad, you should hear about my day."

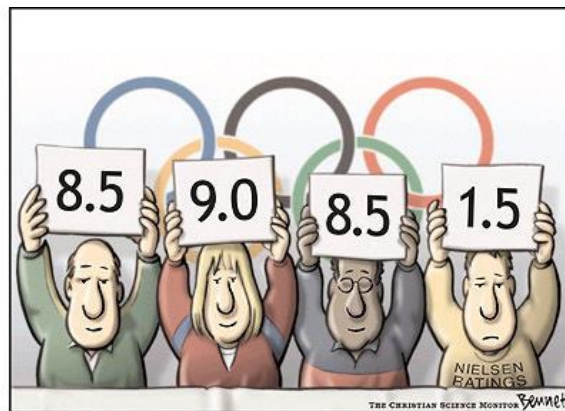


The background of the slide features abstract, overlapping geometric shapes in various shades of blue, ranging from light sky blue to deep navy blue. These shapes are primarily located on the right side and bottom of the frame, creating a modern, dynamic feel. The main text is centered on the left side of the slide against a plain white background.

There are 3 types of Self-Centered Listening!

Judging

- ▶ We judge the other person's words and don't really listen to what they are saying
- ▶ Look in book on page 169



Advising

- ▶ When someone just wants another to just listen and the listener starts offering what they have done or would do in the same situation
- ▶ Once the speaker is understood, then they would be more open to advice

Probing




- ▶ Interrogations don't often get you the answers you really want
- ▶ Sometimes people aren't ready to share their feelings

Reflection:

- ▶ In your journals, answer the following question: Which one of the Poor Listening Skills did you identify with the most and why do you think you fall into that category?
- ▶ Then complete Self-Evaluation on the red “Please Listen” handout.

Genuine Listening

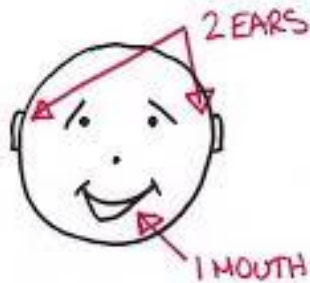
- ▶ Three ways to be a genuine listener

- ▶ First, listen with your  ,  , and 
- ▶ Second, stand in their shoes
- ▶ Third, practice mirroring



Habit 5- Genuine Listening

- ▶ This will lead to real communication
- ▶ We need to practice this



YOU HAVE 2 EARS AND
1 MOUTH. USE THEM
PROPORTIONALLY!!

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First, Listen with your eyes, heart and ears

- ▶ Only 7% of communication is contained in the words we use
- ▶ 53% of communication comes from body language
- ▶ 40% comes from the tone or feeling in our voice
- ▶ *I* didn't say you had an attitude problem.
- ▶ I didn't say you had an attitude problem.
- ▶ I didn't say you had an attitude problem.

Even adults need to be reminded about this!

- ▶ This is a portion of an email that we received from Dr. Casteel before the start of the new school year!
- ▶ “...let us create Chandler Unified School District’s culture to be a place where:
 - kindness is expected
 - we seek first to understand
 - words are selected carefully knowing how impactful they are
 - differences are valued and embraced and
 - team work leads to excellence.”

Second, Stand in *their* shoes

- ▶ “Until you walk in another man’s moccasins you can’t imagine the smell” - Robert Byrne
- ▶ If one person has on green lenses and another has red lenses in their glasses, they will see things differently, so listening to their perspective is important (have different paradigms)
- ▶ Conversations are not competitions!

Third, Practice Mirroring

- ▶ Think like a mirror
- ▶ Mirroring is repeating back in your own words what you understand the other person to be saying
- ▶ Mirroring is not:
 - ▶ Judging
 - ▶ Giving advice
 - ▶ Mimicking

Mirroring \neq **Mimicking**

Mirroring Phrases

- ▶ “It sounds like...”
- ▶ “What I’m hearing you say is...”
- ▶ “So, as I see it ...”
- ▶ “I can see that you’re feeling ...”
- ▶ “You feel that ...”
- ▶ “So, what you’re saying is ...”
- ▶ Mirroring is used during important or sensitive conversations or if you are having communication problems with someone

Communicating with Parents/Guardians

- ▶ Better communication with your parents/guardians can result in two things:

1. You will gain a greater respect for them.
2. You may get your way more often!

****If they feel like you understand their point of view, they'll be way more willing to listen to you and may be more flexible and trust you more.**

- ▶ Take time to understand your caregivers-- they have pressures and bad days too just like you.
- ▶ You can better understand them by asking them questions
 - ▶ How was your day today?
 - ▶ What do you like/dislike about your job?
 - ▶ Is there anything I can do to help around the house?

Parents/Guardians

- ▶ What would they consider a deposit?
 - ▶ Jump in their shoes and think about it from their point of view:
 - ▶ Is it something as simple as:
 - ▶ Doing dishes
 - ▶ Taking out the garbage
 - ▶ Getting home on time

(without being asked!)

Then Seek to be Understood

- ▶ The number one fear that I read about was a fear of public speaking
- ▶ It takes courage to understand someone than to speak up and be understood
- ▶ You don't want to be the doormat, so express your opinion in an appropriate manner
- ▶ Unexpressed feelings get buried and come alive later in ugly ways

Give feedback

Definition: Information about someone's performance or actions used as a basis for improvement.

If done in the right way, it can be a deposit into your RBA.

- ▶ Tell someone their fly is down
- ▶ Tell someone they have something in their teeth
- ▶ Make sure the feedback is with their best interest at heart and you are not trying to fix them
 - ▶ Ask yourself: "Will this feedback really help this person or am I doing it just to suit myself and fix them?"

Send “I” Messages

- ▶ Say: “I feel like you don’t understand me.”
 - ▶ “I think you are being a little unreasonable.
 - ▶ “I feel you that you’ve been acting selfishly.”
- ▶ Don’t send “You” messages- they are more threatening and are accusatory.
 - ▶ *You* are so self-centered.
 - ▶ *You* have a terrible temper.

Practice: (if time)

- ▶ On the small slips of paper, you and your group will write down a scenario of any past or present arguments you have with your parents/guardians.
- ▶ Then, we will swap scenarios and you will come up with a role play for how to deal with that scenario in a Habit 5 way.