

Listening Skills by Dr. Carol McCall

Monday Call, October 9, 2006

The attached are a summary of notes Merri-jo Hillaker took from the call by Dr. Carol McCall.

1. Hearing versus Listening

Two distinct concepts; we hear a lot but we rarely listen;
Listening takes up its own space.

Law of Physics: "No two things can occupy the same space at the same time." This supports the fact that we can not multi-task while listening.

2. 99% of all people do not listen

Listening demands that we BE PRESENT

The average person hears for 25% of the time and fills in the rest of the time.

Listening requires 24/7 practice which is quite fatiguing when you start.

Dr. McCall's Mission: to have helped create 200 million masterful listeners by 2020.

3. Gestalt is what occurs when we are truly listening

When someone feels they have really been heard, they become very productive, they become well; we send and echo back.

Stay focused on what they are saying (thinking takes us out of the phenomenon that occurs).

Stay present to exactly what the speaker is saying.

Nine Tools to Improve our Communication Skills:

These tools are for you to live not to practice. Improper listening actually is a health hazard: it creates toxins in our system.

Not negating anyone's communication style...just be aware of all the shortcomings that we have i.e. interrupting people, etc.

1. Be Brief

Be direct; if you ask a question and they do not respond properly, "Now wait a minute..." and re-ask the same question.

This is not rude or obnoxious. Ask, "Did you answer my question?"

Brevity is getting to the bottom line without explanations of how to get there.

There is a grave distinction between thinking about it versus taking the action. Tell me 20 reasons why you would take action, 20 reasons why you would not take the action.

We tend to go into overwhelm...all in our head since our body still can function. Paralysis is just in your head.

2. Acknowledgment

This is not the same as a compliment.

People in the “helping professions” have programs called “not good enough”, “better than”. This is how they listen.

This is a real challenge for those who have them...prevents clear listening and can not go through the 3 step process:

- a. Acknowledgment
- b. Acceptance
- c. Appreciation

These people get stuck in their prior actions so they can not move forward.

Acknowledgment completes the communication loop...telling people they have given you something of value. Like for her, telling Merri-jo “I thank you for giving me this opportunity to impact more lives to meet my goal of 200 million masterful listeners by having me on your call.” If she never did this, the communication loop would have been left open...almost like a feeling of unfinished business.

We have “areas to be developed”; people are not weak.

Acknowledgment increases the production of endorphins so increases joy and happiness in this world.

3. Empowered Listening

Related to Physics: when you choose to listen to a person in a certain way, you can not choose differently.

Example: her uncle was a jerk so she listened to him with “Is Jerk”.

All he said was negative, pathetic, etc. Then she realized how she was listening and changed. She chose “Is Respected.” Now everything her uncle said was great; he was actually extremely funny and talented. He did not change; she just chose to listen differently.

When you see in networking people you can not work with due to your judgment about them, ask “How do I best work with you?”

Choose the form of listening to be authentic, and listen for what is intended. People are thrilled to find you are really listening.

Good listening is one of the most intimate non-intrusive things you can do.

4. Being Heard

People have tendencies not to finish their sentences...this is noticeable when they finish their statements with "you know"

This is nothing more than laziness in communication.

This sets you up Not To Be Heard.

#1 Listener needs to be still.

#2 Speaker needs to be clear.

Use these:

"For my clarity did you say..."

"For my clarity will you repeat what you heard me say?"

Listening requires we don't drift off but we all do from time to time.

Integrity says you admit that you drifted off. They are not insulted; they appreciate the honesty.

Being heard requires participation by the speaker and for listener, to make sure they have heard A, B and C.

5. Boldness

Being authentic.

Have to be present to be bold; can't be bold in the future or in the past.

Boldness: authentic and true to the moment.

"let's do lunch." If you never intend to do it tell the person...be honest. We do not do that and then we get stuck later. Do not lie.

We think it is gracious and generous. You have no control over the other person's feelings...most who get disappointed by your honesty were "rejection waiting to happen." Pathos: meaning suffering; there are people who look for opportunities to suffer. Suffering is optional. Their choice on suffering is theirs.

So, with boldness we speak of what is so in the moment. Boldness actually leads to brevity.

Gender difference: women are socialized to please people...so being bold is harder.

6. Intuition

Over the past 2 decades, has become very popular so now everyone talks of it. Prior: only socially acceptable for women.

Intuition is always right.

Save yourself a lot of time, pain and agony by listening to your intuition and going with it.

It has no logic; just comes out of the blue.

Use it and pay attention

7. 99:1 MSU

99% of the time when people are upset with you, it has nothing to do with you.

Most of the time we think MSU...we must have done something wrong....we just MAKE STUFF UP.

1% of the time you just showed up.

We live most of our lives MSU...making stuff up to justify someone else's behavior. What a rat race.

What we need to do is stay present in the moment and only listen to what is truly going on.

When you stop making stuff up, you will get rid of major stress, major chatter. So, start asking yourself, "Am I just making this up?" "Is this happening now, in the present?" if not, you are just making it up.

The human race spends 99% of our time in MSU. So if we stay in the present, there is no room for MSU.

8. Completion

Satisfaction in the present moment.

Do you complete certain segments as you move along? How do you eat an elephant? One bite at a time.

So, complete your task by completing one step at a time (this is great for closing someone...one step at a time).

9. Coach Action

Means you begin to have people no longer push your buttons.

STOP THE DRAMA!

It is about taking action you would not normally take. So if you are in a drama relationship getting no where, take some special authentic

"Think with me through this..."

"I am listening to you..."

You change and they will shift.