Communicate with Impact

ENGLISH & BUSINESS COMMUNICATION

Answer these questions(watch the video)

- What are the 6 essential requirements to speak like a newscaster ?
- What should be neutral ?
- Speak with _____
- Don't _____when you speak .
- How can you project confidence ?
- Speak in a _____style .
- Connect with your _____.

Listening Skills

- The process of receiving ,constructing meaning from ,and responsing to spoken and /or non verbal messages
- To hear something with thoughtful attention

Listening facts

- We listen at 125-250 wpm , think at 1000-3000wpm
- 75% of the time we are distracted ,preoccupied or forgetful
- 20% of the time ,we remember what we hear
- Less than 2% of people had formal education with listening

Listening Vs Hearing

- Hearing : Physical process , natural ,Passive
- Listening : Physical & mental process , active, learned process ; a skill
- Listening is hard !

Why is listening hard ?

- 0 –few hours of formal training but 45% of the time we use it
- Endless distractions & ‘multitasking’!

Listening : Needs it fulfils

- To be recognized and remembered
- To feel valued
- To feel appreciated
- To feel respected
- To feel understood
- To feel comfortable about a want or need

Listening Blocks

- I must defend my position
- I am looking for an entrance into the conversation
- I don't have time to listen to you
- I already know what you have to say
- I have an advice for you
- No matter what you say, I will only hear what I want to

Signs that you are listening

Eyes are on the speaker

Brain is thinking about what is being said



Ears listen carefully

Mouth is quiet

BE A GOOD LISTENER

Steps of good listening

- Remove all distractions
- Make yourself and the other person comfortable
- Body should be turned to the other person
- Maintain eye contact
- Allow the other person to express himself
- Give visual & verbal encouragers
- Reflect feelings
- Paraphrase
- Seek clarification /confirmation
- Respond appropriately

Paraphrasing

- Paraphrasing is simply restating what another person has said in your own words
- Listen carefully to the information ,emotion and the unsaid
- Restate in your own word ,capturing the essence ,reflecting the feeling and removing negative connotation or emotions
- Seek confirmation

Paraphrasing can begin with using some phrases like :

- In other words…..
- I gather that…..
- If I understand what you are saying…….
- What I hear you saying is ……
- Pardon my interruption , but let me see if I understand you correctly

Summarizing

- Similar to paraphrasing
- Capture the key points of the speaker
- Shorter version of what the speaker said
- Use to recap ,highlight ,emphasis key points

Can begin with phrases such as :

- If I understand you correctly ,your main concerns are……
- These seem to be the key idea you have expressed …….