

Habit 5

Seek First to
Understand,
Then to Be Understood

Listen First, Talk Second

- Why is listening first and talking second 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

Pretend listening

- Pretend listening 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

- You 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

- You listen from your own point of view. And instead of listening and putting yourself in other people's shoes, you want them in your 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"

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 wants another to just listen, and the listener starts offering what they have done or would do in the same situation
- However once the speaker is understood, then he/she 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

Genuine Listening

- Three ways to be a genuine listener
 - First--listen with your eyes, heart, and ears
 - Second--stand in their shoes
 - Third--practice mirroring

Habit 5- Genuine Listening

- Leads to real communication
- We need to practice genuine listening

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

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

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 Phrases

- “As I get it, you felt that...”
- “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

- Take time to understand your parents--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

- What would my parents consider a deposit?
 - Jump in their shoes and think about it from their point of view
 - Doing dishes
 - Taking out the garbage
 - Getting home on time
 - Helping without being asked

Then Seek to be Understood

- It takes courage to Understand someone, then 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

- 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

Send “I” Messages

- Say “I’m concerned that you have a temper problem”
- “I feel you that you’ve been acting selfishly”
- Don’t send “You” messages-- they are more threatening
- **You** are so self-centered
- **You** have a terrible temper