



Are You Really Listening? Improving This Essential Skill

A 90-minute Webinar

BECOMING AWARE OF LISTENING STYLES

According to Larry Barker and Kittie Wilson in their book "Listen Up," there are 4 basic "preferred styles of listening:"

P _____-oriented

C _____-oriented

A _____-oriented

T _____-oriented

Which "preference" do you think the following people might exhibit?

Accountant _____ Sports coach _____

Short-order cook _____ Social worker _____

Which listening style is your "normal" preference? _____

How might your normal listening preference affect how you deal with users while staffing Ask a Librarian?

Points to remember about "listening preferences:"

1) Listening preferences can _____ because of:

a) _____ of day

b) _____ available

c) _____

d) _____

e) _____

f) _____

- 2) There is no _____ way to listen.
- 3) The key is to become _____ of listening styles, so we can adapt **our listening style** to the _____.

One thing I can do differently as a result of learning about listening **styles** is:

- 4) When thinking about the user you are responding to for Ask A Librarian, consider _____ is calling and how **they** might “come across” as you are listening:

Popular: _____

Powerful: _____

Perfect: _____

Peaceful: _____

- 5) What might **you struggle with** under each of those circumstances?

Popular: _____

Powerful: _____

Perfect: _____

Peaceful: _____

- 6) What kinds of **words/phrases or behaviors might you use with each “style” to make your interactions more effective?**

Popular: _____

Powerful: _____

Perfect: _____

Peaceful: _____

- 7) What kinds of **words or phrases** might you want to avoid while interacting with users of Ask a Librarian?

One thing I can do differently as a result of thinking about **who** is actually calling is:

What are some of the possible “reasons” for not listening during Ask a Librarian shifts, since these interactions are “typed”?

20 WAYS TO IMPROVE OUR LISTENING SKILLS – WHETHER IN PERSON, ON THE PHONE, OR WITH CHAT/TEXT/EMAIL DURING ASK A LIBRARIAN

1. Resist _____, stay _____.
2. Develop _____ skills.
3. Judge _____, not delivery.
4. Learn to listen _____.
5. Listen for _____.
6. Determine whether the person is expressing _____
or _____.
7. Respond to their _____, before responding **with facts**.

8. Listen "for" **emotions**, not "to" **people**.
 - a. _____
 - b. _____
 - c. _____
 - d. _____
9. Listen at least _____ as much as you speak.
10. Avoid _____.
11. Delay _____.
12. Don't _____.
13. Keep from _____ except to draw out the other person's thoughts.
14. Keep an _____.
15. Use _____ questions.
16. Avoid _____ thoughts.
17. Notice _____ clues.
18. _____, so that they know you are there.
19. When responding, use **short** responses when the speaker is saying something _____ to them.
20. _____ what they've said.

The biggest puzzle regarding listening is that most of us agree we don't do it well, but do nothing to _____!

And remember...2 monologues do not make a dialogue!

*I tend **not** to listen when...* _____

*This is what I **will** do differently to enhance my listening skills, especially when staffing Ask a Librarian:*
