



**Wisconsin Institute of
Certified Public Accountants**

The Art of Listening...

GROWING ON PURPOSE

The Formula to
Strengthen Your Team
AND
Improve Your Customer
Experience



a positive polarity book
by Dave Molenda

with Rejl Laberje

1 Hot New Release

1 Business Health and Stress

**# 1 Business Customer
Relations**

**Top 5 – Business Conflict and
Resolution**

**Top 5 – Business Leadership
and Training**

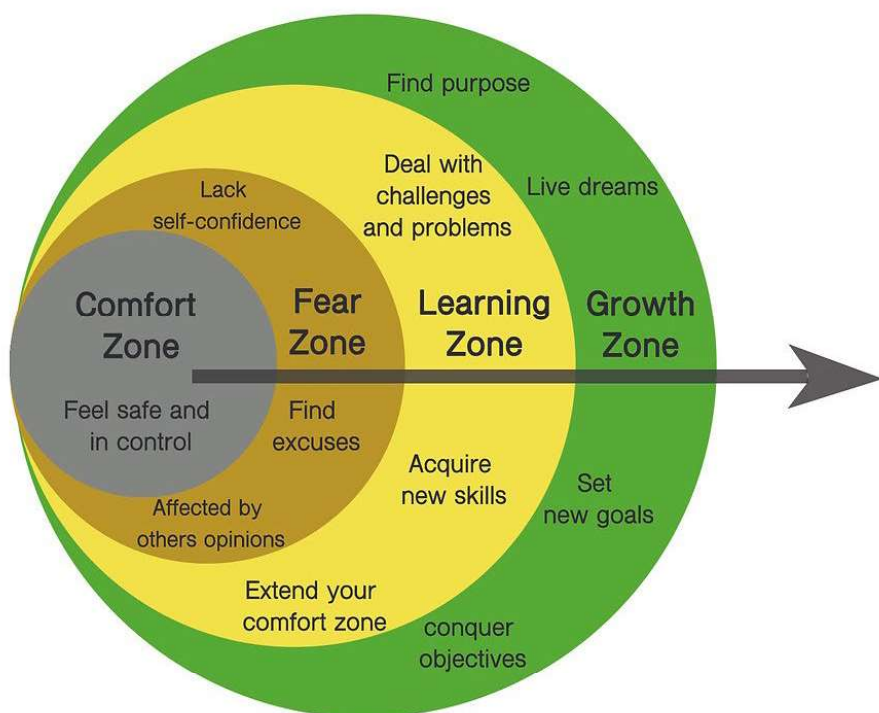


Listen Score

36

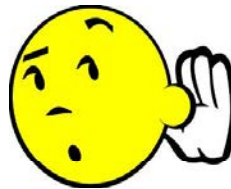
TOP 2.5%

 **LISTEN NOTES**



Listening vs. Hearing

- Hearing is a **biological** function, and like breathing or blinking it happens whether you are consciously telling yourself to do it or not. Listening is a **mental** process. It requires thought, effort, and practice.



Quote of the Day...

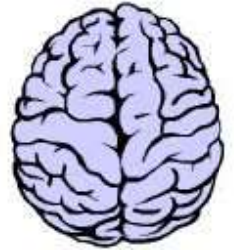


Did you know...?

It is estimated that more than 50% of our work time is spent listening.

Immediately following a 10-minute presentation the average person retains about half of what they hear and only one quarter of what they hear 48 hours later.

We misinterpret, misunderstand or change 70 to 90% of what we hear. Who's fault is this?

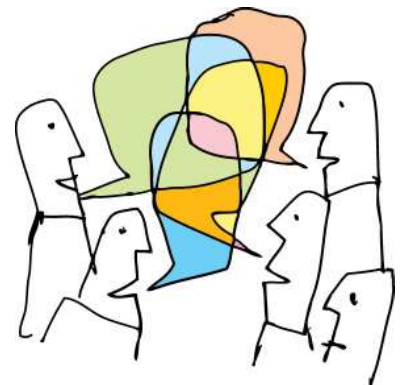


Facts that you need to know...

We talk at a rate of 125-175 words per minute

We listen at a rate of 125-250 words per minute

We think at a rate of up to 500 words per minute.
The processing gaps creates opportunities
for distraction and failure to listen attentively.



I don't need any help in this area!



Count the "F"'s in this sentence

FINISHED FILES ARE THE RESULT
OF YEARS OF SCIENTIFIC STUDY
COMBINED WITH THE
EXPERIENCE OF YEARS.

What is your answer?



1
2
3
4
5
6
7



Count the "F"'s in this sentence

FINISHED **F**ILES ARE THE RESULT
OF **F** YEARS OF **F** SCIENTI**F**IC STUDY
COMBINED WITH THE
EXPERIENCE OF **F** YEARS.

6 is the answer!

How well do you listen, anyway?

20 question self assessment to
determine how well you have
mastered the art of listening...

[Email us – dana@positivepolarity.com](mailto:dana@positivepolarity.com)



5 quick tips to improve your listening



How to improve your listening skills

1. Keep an open mind and do not judge.



How to improve your listening skills

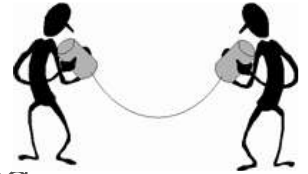
2. Don't interrupt – let them finish.

Everyone else is doing it
Fear of forgetting what to say
Desire to prove expertise
Lack of self awareness
Need to fit in
If you must, ask permission



Interrupting sends a variety of messages. It says:

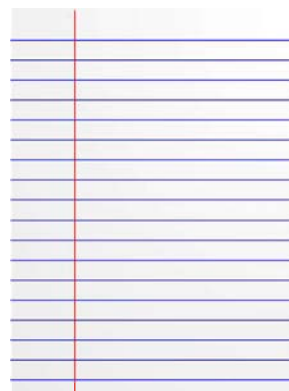
- ▶ “I’m more important than you are.”
- ▶ “What I have to say is more interesting, accurate or relevant.”
- ▶ **“I don’t really care what you think.”**
- ▶ “I don’t have time for your opinion.”
- ▶ “This isn’t a conversation, it’s a contest, and I’m going to win.”



How to improve your listening skills

3. Avoid thinking about what you will say next.

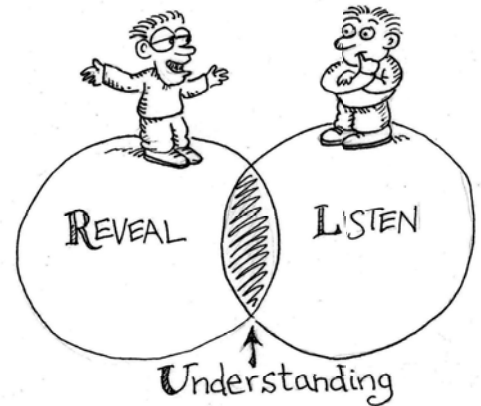
FOCUS



How to improve your listening skills

4. Ask questions to ensure understanding.

Tell me more about...



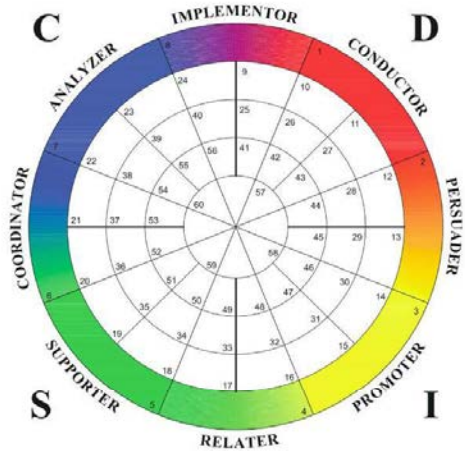
Origami



How to improve your listening skills

5. Keep their pace.

Slow down your listening
Speed up your listening



Want to know where you fall?



What not to do...

- ▶ Crossing our arms
- ▶ Fidgeting
- ▶ Multi-tasking
- ▶ Leaning away from the speaker
- ▶ Failing to make steady eye contact
- ▶ Failing to answer questions posed by the speaker



Cost of poor listening

The US Department of Labor statistics reveal that 46% of those who quit their jobs did so because they felt they were not listened to and were therefore unappreciated.



Quick Review...

1. Keep an open mind and do not judge.
2. Don't interrupt – let them finish.
3. Avoid thinking about what you will say next.
4. Ask questions to ensure understanding.
5. Keep their pace.

What is one thing I am going to work on?



Next Steps...



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**Free 30-minute session to help
with your listening skills**