

Study Guide



Business

Soft Skills

Career Enhancement

**A Business Soft Skills lesson
for your career enhancement**

“Business SoftSkills Career Enhancement Study Guide”

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“Introduction to Study Guide”

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Lesson #2 “Power Listening”

LESSON #2 “Power Listening”

50% of the communications cycle is listening and Power Listening is a crucial soft skill needed in business today. This lesson discloses the ten simple rules to becoming a Power Listener which will improve your communications. When you become a Power Listener you will earn a reputation of professionalism and competence.

Video Lesson Timing															
VIDEO	Entire Lesson	Open	Intro	CHAPTERS									Exercize	Review & Quiz	Summary
				1	2	3	4	5	6	7	8	9			
Power Listening	14:17:00	:29		:58	:58	1:20	1:43	1:09	:30	:40	:31	:32		3:17	2:07

Script

[“As Spoken” script - not edited for grammar]

OPENING

In this presentation we are going to discuss a soft skill we call Power Listening. Although most people do not consider Listening as a SKILL, it is one of the MOST important soft skills needed in the workplace today.

CHAPTER 1

When you have poor listening skills, it can lead to any of THESE types of problems:

- Miscommunication

Lesson #2 “Power Listening”

- Confused instructions
- Loss of information
- Embarrassment
- Frustration
- Hurt feelings
- It could even cause you to lose your job.

Relationships are stronger when Power Listening skills are used and good listening allows us to help solve problems and to share experiences.

It was once said that a GOOD listener is someone who can come out of a movie and quote some of the memorable lines verbatim. They listened AND remembered what they heard. Since most of today's communications do not require concentrated listening, peoples' listening skills do not improve through continued exposure to them. Power listening is COMPLEX, and is ACTIVE not PASSIVE.

CHAPTER 2

Now, let's look at some statistics on listening: 85% of WHAT we know has been learned by listening. We use listening as ONE of our primary senses in order to learn. 70% of our waking hours are spent communicating, and almost half of that is listening. Unfortunately, 75% of the time we are DISTRACTED, PREOCCUPIED, or FORGETFUL when listening.

Most of the time we hear background noises, people talking, phones ringing and other things that DISTRACT US when we are trying to listen to someone. It has been estimated that over 70% of all verbal communications are misunderstood or ignored. The reason is that listening is NOT hearing. Did you hear what I said? Listening is NOT hearing, so what IS the difference between Listening and Hearing?

Lesson #2 “Power Listening”

CHAPTER 3

Have you ever woken from a deep sleep by a noise? That is because the human auditory system is always "ON." Even during SLEEP we are STILL hearing. That is why noises, like an ALARM CLOCK, or BARKING DOG will wake us from a sound sleep. Sometimes we don't even KNOW what the sound was, but we heard it and it woke us up. Let's look at a Case study.

CASE STUDY #432

A woman who was a very light sleeper went to her doctor to complain that she was not getting restful sleep and did not know why. Her small apartment was fairly quiet along with the rest of the neighborhood. But, she ALWAYS got up feeling tired because she kept waking up all night. The doctor referred her to a sleep clinic. They told her to write down when she woke up. They placed microphones all around her apartment that night. When the clinic analyzed her sleep log and the recording, they realized that whenever the refrigerator would cycle on or off, she would hear it and wake up. HEARING and LISTENING are two different activities. When you are just HEARING you do not always comprehend what is being said or heard. Like hearing elevator music, you are AWARE of it, but YOU may not be able to remember the song.

CHAPTER 4

When you learn to be a Power Listener, you are actively analyzing the WORDS, TERMS, and EMOTIONS that come along with the communication. There are, however, some unique situations where we ALL become effective listeners.

Some examples of these are:

- Your child comes to you crying
- You are lost and asking a stranger for directions
- You have a new love
- You are in trouble and someone offers to help
- Opposing council is cross-examining you in court

Lesson #2 “Power Listening”

When the SITUATION is VERY important we will pay attention and listen effectively. But for the rest of the time, we don't listen. We are just barely aware we are hearing. So WHAT can Power Listening do? WHY do we need to develop listening skills to improve our soft skills?

Once YOU become a Power Listener, you can do the following:

-Make Fewer Mistakes

*Power listeners become better employees by making fewer mistakes

-Influence Others

*It is EASIER to change someone's position when they are understood

-Solve Problems

*Power Listening helps identify problem areas which will lead to problem solving

-Communicate Better

*Power Listening helps us see and understand the other person's view.

-Gain Insight

*Power Listening allows us to learn the FEELINGS behind the words and not JUST the words.

Remember, Power Listening is based on the INTENTION to UNDERSTAND, SOMEONE, LEARN something, and GIVE assistance.

CHAPTER 5

Since the average person can listen at 500 words per minute and speaks 120 to 180 words per minute, it is easy to get distracted when listening because our brain gets “bored.” The Power Listener must know how to GET READY to Listen. Before you listen, you need to prepare.

There are ten key points to become a Power listener and here they are:

Lesson #2 “Power Listening”

Hey! Are you listening or just hearing?

The first point is -Listening demands concentration and commitment on your part.

It is important to concentrate on listening and NOT do anything else. You must commit yourself to listening AND understanding.

Number two - Make sure that you can hear AND see the person who is talking.

Some people do not sit close enough to easily hear the other person and end up “guessing” what is being said. This leads to misinformation. When you SEE the person talking, you can also “read” and “feel” their body language. This will help you understand the COMPLETE message.

CHAPTER 6

Remove all distractions is the third point. Turn off your cell phone. Don’t talk to others or do anything else. Just LISTEN. When you are a Power Listener you should not be distracted. As soon as you lose your “concentration” you will miss something important.

Key point Number four - Concentrate on what is being said while tuning in to the FEELINGS of the speaker. This will allow you to get the TOTAL MEANING behind what is being said.

CHAPTER 7

Number five is VERY important. Do not start talking or interrupt the other person UNTIL they are finished and you understand what was said. Never interrupt! When you interrupt, the other person loses his/her train of thought and it breaks the communications link.

Point number six - If you do not understand a word or acronym ask for a definition.

Wait until the speaker has finished his/her thought and signal that you have a question. Ask the speaker to repeat or re-phrase it until you understand it. Do NOT continue until you understand what is being said.

Lesson #2 “Power Listening”

CHAPTER 8

Point number seven is avoid “filtering” The Power Listener does not filter out what they don’t want to hear or do not understand. They listen to EVERYTHING. Even if you do not agree, HEAR THEM OUT!

Number eight - Do not mentally rehearse what you are going to say while listening.

You will miss part of the conversation. If you are busy thinking about what you are going to say you will NOT be listening effectively and may miss important information.

CHAPTER 9

The ninth point is - Don’t try to top the other person with a “better” story than theirs.

Some people feel that they are in a “Conversation Competition” with the other person. They are always trying to come up with a better story or adding more information. When this happens, Power Listening is lost.

The tenth and final point is verbally summarize, from time to time, what has been said. This is especially important if you are listening to complex or large quantities of information.

Lesson #2 “Power Listening”

Review and Quiz

Questions in **BOLD** and answers are underlined

Now it is time to get a pen and paper out. We are going to see a review and then take a quiz. Occasionally, you are going to see a slide come up with a missing word or multiple choice question. You'll have eight seconds to write down the answer before it appears on the screen. Ready? OK! Good luck!

Power Listening will:

- Make business relationships stronger
- Help solve problems
- 85% of what you know was learned by listening
- Listening is one of our primary senses to learn
- 50% of communications is listening and understanding

Lesson #2 “Power Listening”

- Listening is NOT hearing
- The human auditory system is always “ON”

Power Listeners

Analyze

- Words
- Terms
- Emotions

TRUE or FALSE

Listening is hearing

Power Listeners

- Make fewer mistakes
- Influence others
- Solve problems
- Communicate better
- Gain Insight

Lesson #2 *“Power Listening”*

The average person listens
at 500 words per minute
and speaks at 120-180
words per minute

The Power Listener
must know how to
get ready to listen

TRUE or FALSE

**The average person
speaks faster than
you can listen**

10 Key Points of Power Listening

Point #1

Listening demands
concentration and
commitment

Lesson #2 “Power Listening”

Point #2

Make sure you
can hear AND see
the person who is talking

Point #3

Remove all
distractions, just listen

Power Listening

Demands:

- a) **Concentration and Commitment**
- b) **Good hearing**
- c) **You must like the speaker**
- d) **Larger than normal ears**

Point #4 tune in on the
feelings of the speaker

Lesson #2 “Power Listening”

Point #5

Do not interrupt
the speaker

Point #6

If you do not
understand a word
or acronym, ask

Point #7 Do not filter out what
you do not want to
hear or understand

If you do not understand a word:

- a) **Wait until you are alone and look it up**
- b) **Ask for a definition**
- c) **Ask your boss**
- d) **Fake it**

Lesson #2 “Power Listening”

Point #8

Do not mentally
rehearse what you
are going to say
while listening

Point #9

Do not try to top the
other person with
a “better” story

Point #10

Verbally summarize,
from time to time, what has been said

TRUE or FALSE

**Always top the other
person’s story with a
better one. That will
show them you are
smarter.**

Lesson #2 *“Power Listening”*

A Power Listener
will earn a reputation
of professionalism
and competence

SUMMARY

If you missed any of these key points just review the program again. Remember, fifty percent of the communications cycle is listening and Power Listening is a crucial soft skill needed in business today.

Now that you know the difference between “hearing” and “listening” and the ten key points you too can become a Power Listener and better employee. It is important that you practice these rules until they become automatic for you. When you become a Power Listener you will earn a reputation of professionalism and competence.

Thank you for listening! Now you have the POWER!

Lesson #2 “Power Listening”

Lesson #2 “Power Listening” Test

True or False

- 1- Poor listening can cause the loss of a jobT or F
- 2- Power Listening will make your business relationships strongerT or F
- 3- 10% of what we have learned was through listeningT or F
- 4- True listening is not just hearingT or F
- 5- Power listening allows you to analyze emotionsT or F
- 6- We become Power Listeners when we have a new loveT or F
- 7- Power listeners may make fewer mistakesT or F
- 8- The average person can speak faster than others can listenT or F
- 9- Power listening demands concentrationT or F
- 10- It is easy to be a Power Listener when textingT or F
- 11- Never interrupt the other person during a conversationT or F

Lesson #2 “Power Listening”

12- ALWAYS try to top the other person’s storyT or F

13- Power listening leads to ear achesT or F

14- If you don’t understand something, just pretend you doT or F

15- 50% of the communications cycle is listening.....T or F

16-Poor listening skills can lead to embarrassing situations.....T or F

17-Power listening is COMPLEX, and is ACTIVE not PASSIVET or F

18- A Power listener never analyzes words.....T or F

19- The Power Listener filters out what they don’t want to hearT or F

20-Once you become a Power Listener, you may make fewer mistakesT or F

Lesson #2 *“Power Listening”*

Answers

1- Poor listening can cause the loss of a job.

TRUE

2- Power Listening will make your business relationships stronger.

TRUE

3- 10% of what we have learned was through listening.

FALSE

4- True listening is not just hearing

TRUE

5- Power listening allows you to analyze emotions

TRUE

6- We become Power Listeners when we have a new love

TRUE

7- Power listeners may make fewer mistakes

TRUE

8- The average person can speak faster than others can listen

FALSE

9- Power listening demands concentration

TRUE

Lesson #2 *“Power Listening”*

10- It is easy to be a Power Listener when texting

FALSE

11- Never interrupt the other person during a conversation

TRUE

12- ALWAYS try to top the other person's story

FALSE

13- Power listening leads to ear ache

FALSE

14- If you don't understand something just pretend you do

FALSE

15- 50% of the communications cycle is listening

TRUE

16- Poor listening skills can lead to embarrassing situations

TRUE

17- Power listening is COMPLEX, and is ACTIVE not PASSIVE

TRUE

18- A Power listener never analyzes words

FALSE

19- The Power Listener filters out what they don't want to hear

FALSE

Lesson #2 *“Power Listening”*

20-Once you become a Power Listener, you may make fewer mistakes

TRUE

Lesson #2 *“Power Listening”*

QUICK REFERENCE CARD

[See next page]

The Quick Reference Cards for this lesson are located on the next page. These cards provide the rules and key points of this lesson.

The Quick Reference pages can be printed on a heavy card stock then cut into individual cards for easy access. They can also be printed in the 8 ½ x 11 format and laminated or put into a notebook .

Use them whenever you need a quick referral to key points of this lesson.

Power Listeners can:

Power Listening

Lesson 2 Level One

1. Make fewer mistakes
2. Influence others
3. Solve problems
4. Communicate better
5. Gain insight

Ten key points to become a Power Listener

Power Listening

Lesson 2 Level One

1. Listening demands concentration and commitment on your part
2. Make sure you can see and hear the speaker
3. Remove all distractions

Ten key points to become a Power Listener

Power Listening

Lesson 2 Level One

4. Concentrate on what is being said and the feelings of the speaker
5. Do not interrupt the person speaking

Ten key points to become a Power Listener

Power Listening

Lesson 2 Level One

6. Ask for a definition of any word or acronym you do not understand
7. Avoid “filtering” the information you don’t want to hear

Ten key points to become a Power Listener

Power Listening

Lesson 2 Level One

8. While listening, do not mentally “rehearse” what you’re going to say
9. Don’t try to top someone with a “better story”
10. Occasionally summarize what has been said