

## Here's to the EARS in 2020: More Listening Facts

### Listening vs. Hearing

- **Hearing** is accidental, involuntary, and effortless.
- **Listening** is focused, voluntary, and intentional.

### Effective listening is a *Whole-Body Experience*, involving...

- **Eyes** (Look at the speaker. If attending a function, try to sit where you can see the speaker.)
- **Ears** (Hear and listen.)
- **Brain** (Thinking about what is being said.)
- **Heart** (Caring and in touch with the speaker.)
- **Mouth** (Quiet – no noise – ask questions when the speaker has stopped talking.)
- **Brain** (Thinking about what is being said.)
- **Hand** (Still – inactive.)
- **Body** (Still – inactive.)
- **Feet** (Still – inactive.)

### Barriers to Effective Listening

**Noise** (real: cars, people, dishes, TV, conversations; internal: stress, sick, problems, not wanting to be present)

**Attention span** (individual behaviors)

**Filters** (personal experiences from day 1 until now.)

**Listener biases** (jumping to conclusions; already know content; speaker irritates listener; in disagreement with the speaker)

**Listening** apprehension (fear of not understanding what is being said)

**Interruptions** (time, cell phone, listeners)

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???Active listening???

Speaker to Interrupting Listener...

Oh, I'm sorry...did the middle of my sentence interrupt the beginning of yours?  
(something to think about!!!)

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Additional resources: [www.InternationalListeningAssociation.org](http://www.InternationalListeningAssociation.org)

Janet is also available for speaking, manners dinners, and workshops on listening and manners. [janetcherrytrainer@gmail.com](mailto:janetcherrytrainer@gmail.com)