

Effective Listening

Lesson Plan

DURATION: 50 Minutes

TEACHING METHOD: Lecture/Discussion

REFERENCES: Student Guide, *Listening Effectively*, *Leadership: 2000 and Beyond*

TEACHING AIDS/HANDOUTS: Student Guide, slide presentation

READING ASSIGNMENT: Student Guide

Lesson Objective:	Comprehend the concept of effective listening.
Behavioral Objectives: At the end of this segment you will be able to:	<ol style="list-style-type: none"> 1. Describe the concept of effective listening. 2. Identify the attributes of effective listening. 3. Explain the five types of listening. 4. Describe techniques to improve listening habits. 5. Explain your responsibility as a listener.

Lesson Strategy

This segment is designed to help unit commanders understand the importance of listening skills, and present techniques to improve this vital communication skill.

This lesson will emphasize the concept's importance to command – how commanders must listen to the information presented to them in order to make their command decisions. Place special emphasis on discussing effective listening's critical and variable attributes, and on the techniques to improve listening skills. Use your own examples to illustrate how not honing one's listening habits can lead to misunderstanding and conflict.

The teaching outline provides an introduction, outline of the main points, and a conclusion to be adapted as required to meet the needs of a particular wing. The presenter should personalize the lesson to reflect the unique characteristics of the wing.

Use the suggested questions to tie the lesson together at the conclusion.

Lesson Outline

MAIN POINTS:

- I. Definition effective listening
- II. Critical attributes of effective listening
- III. The five types of listening
- IV. Effective listening techniques

Teaching Plan

Lesson Objective

Comprehend the concept of effective listening.

ATTENTION:

When you make decisions, you rely on outside sources of information. People tell you their problems, give you data, and provide solutions to situations your squadron faces. Do you just hear their words, or do you go a step further, and listen to what they are trying to tell you? There is a difference.

MOTIVATION:

As a commander, it is absolutely imperative that you learn to listen effectively: to your customers, to your members, to your bosses. The decisions you make will be based on the information others provide to you. You must be able to accurately understand the messages the people around you are sending to you. Effective listening, therefore, is a survival tool.

OVERVIEW:

This segment will help you understand the concept of effective listening and show you some techniques to improve your listening habits. We'll compose a definition of effective listening and identify its critical and variable attributes. Then, we'll discuss the five different types of listening, and discuss proven listening techniques.

Transition

STATE: You will have information coming at you from all directions as commander. Knowing how to listen, and what to listen to, will enhance your ability to make the critical decisions you will face.

MP I. Definition of delegating authority

Definition: Listening is a process of receiving, attending, and understanding auditory messages.

MP II. Attributes of effective listening

A. Critical Attributes

1. Receiving.
2. Attending.
3. Understanding.
 - a. Verbal barriers.
 - b. Non-verbal barriers.

B. Variable attributes

1. Responding.
2. Remembering.

MP III. Five types of listening

- A. Informative.
- B. Relationship.
- C. Appreciative.
- D. Critical listening.
- E. Discriminative.

MP IV. Effective listening techniques

- A. Thinking about listening
 1. Understand the complexities of listening.
 2. Prepare to listen.
 3. Adjust to the situation.
 4. Focus on ideas and key points.
 5. Capitalize on speed differential.
 6. Organize the material for learning.
- B. Feeling about listening.
 1. Want to listen.
 2. Delay judgement.
 3. Admit your biases.
 4. Don't tune out "dry" subjects.
 5. Accept responsibility for understanding.
 6. Encourage others to talk.
- C. Doing about listening.
 1. Establish eye contact with the speaker.
 2. Take effective notes.
 3. Be a physically involved listener
 4. Avoid negative mannerisms.
 5. Exercise your listening muscles.
 6. Follow the "golden rule."

Questions and answers

Use the suggested questions to facilitate the discussion, and field any questions that the students may have.

Conclusion

SUMMARY:

By understanding the listening process and practicing the techniques we've just discussed, you can become a more effective listener. In doing so you will be in a far better position to make critical decisions. In addition, you will also show the people speaking to you how much you value their input – no matter what they are trying to tell you.

CLOSURE:

Practice your listening skills, and give yourself an invaluable management tool. Don't miss important information or make an costly decision because you didn't get the message.

Suggested Questions

1. Define *effective listening*.

Answer: Listening is a process of receiving, attending, and understanding auditory messages.

2. What are the critical attributes of effective listening?

Answer: To receive, to attend, to understand.

3. What are the five types of listening?

Answer: See below:

- a. Informative.
- b. Relationship.
- c. Appreciative.
- d. Critical listening.
- e. Discriminative.

4. Describe discriminative listening.

Answer: What we mean by discriminative listening is the ability to identify and filter verbal and non-verbal cues, to get to the bottom of the message.

5. What is your responsibility as the listener?

Answer: You have to put in at least as much work in understanding the message as the speaker does in getting it to you. The responsibility is on them to communicate clearly, and on you to take it in.