

Tip Sheet

| Listening Focus | Questions to Ask Yourself | Practice Strategy |
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| Recall details. | Do I need to take action on this information now or later? What information do I need in order to take action? | Listen to the weather report and see if you can recall daily temperatures for the week. Take notes next time someone gives you instructions on how to do a specific task. |
| Understand the big picture. | How will this have an impact five years from now? How would I explain this to someone outside the organization? | Attend a lecture and describe the key ideas presented. After attending your next lengthy meeting, summarize the content of the meeting in two sentences or less. |
| Evaluate content. | Is this a good idea or not? Is this information credible, accurate, and recent? | Listen to a political debate and identify flaws in the arguments of both speakers. Watch a late-night infomercial and decide the validity of the pitch. |
| Attune to subtle cues. | What can I see that I can't hear? | Watch television with the volume off and try to figure out the story line. Turn the volume back on and see if you were close. Ask two friends who speak a different language than you to have a conversation as you watch and listen. Tell them what you think they were talking about. Were you close? |
| Empathize. | How does the speaker feel? | A friend is venting to you about something. Paraphrase the emotion as well as the content of their concerns. In a conversation about a work issue with a colleague who has a different viewpoint than you, make yourself identify two reasons the person's perspective could make sense. |