



The Hasten Program: Become a good listener

The Hasten: Empowering you

In association with

CA Rishi Jha & Associates



Good listener: Common issue

We often experience this... 😊 😊

“Why don’t people listen to me” - “He, she, my boss, my team, my peer, my friends, parents, children –

either of them or none of them listen to me, no matter

how correct I am,

whether I am talking in their favour or

saying something good about them or

is in their benefit



Good listener: Common issue

Let's see where we are

Try to remember what happened when last time or last few times when we were talking to someone...

Was I knowing of what exactly the other person said before it was said by that other person

Was I able to anticipate before it was said

Did I try to guess at least what was about to be said



Good listener: Common issue

If response to any of the above or all of the above is a “YES” that implies, either we

Smart,

Intelligent

Good at guessing

But, for sure, we are NOT a good listener...

Because, we had a pre conceived notion before things were said which clouded our senses to understand exactly what was being said.. At the same time it narrowed down our outlook..



Good listener: Common issue

Must avoid if wish to become a good listener

Interrupt the speaker more often than not

Making your self centre of attention no matter who is speaking

No or unrelated questions

Saying yes or affirm much more than needed

Defending your ownself or your own views while others are speaking

Expect or force speaker to finish up quick

Bad gestures. Postures while listening

Less or No eye contact

Speaking your own without waiting for others to complete or speak at all

More than active listening, making efforts to respond to what is being spoken

Looking over the door and making it apparent



Good listener: Common issue

Poor / bad listening skills come together with

At work

- Limited / no/ poor understanding of subject being spoke of
- Inaccurate assumptions
- Mistakes, miscalculations, errors
- Wrong judgement
- Poor/ineffective communication
- Poor or no negotiations
- Loss of professional image/job/contract

Outside work

- Hurting of emotions
- Loss of relationships
- Bad social connections
- Loss of social image



Good listening: What is it

Hear it well, hear it in full, hear it with open mind,

try best to understand what is said but **ONLY** after hearing the complete message

- ✓ Try and make sure to express that you are listening and listen well and full
- ✓ Make the speaker feel that you are
 - Listening
 - Paying attention
 - Understanding the context
 - Trying to relate with the message
 - Willing and responding willingly
- ✓ Only when given the opportunity and time, try summarizing the message to ensure that you have understood as to what is said (please note, communication is complete only when the recipient understands the intended message in full and accurate)



Good listening: What is it

Show that you are listening well

- ✓ If allowed and circumstances are such, take notes
- ✓ Make gestures, eye contacts, face expression
- ✓ Once speaker is confident that you are listening well, such person will start speaking heart out and that's where you will be able to have more clarity about the message, about the speaker..
- ✓ One can ask questions in a constructive manner after having confidence of the speaker

Once the trust is build, speaker has the confidence in the listener... now and onward is the time you can speak and there are higher possibility of you being heard.

This can enable you to become a better speaker (of course only since others are listening to you carefully, remember--- how you were listening), now you can strike better negotiation, better deals.



Good listening: A MUST

Some points though tough to bite but better to practice

- ✓ If you have lesser time, please explain that to the person, group, forum about the fact...

This will allow the speaker to cut short the message, but then be prepared and respect the fact that you have limited the time and you should also take actions within the agreed time frame

- ✓ Not always the best option, but if you are sure, that the content or context is not of your interest or adds no value to you after having spent 10% to 20% of total time agreed for conversation
 - ❖ Excuse yourself out of the conversation
 - ❖ Try asking the agenda from next time before getting into a conversation



Get Ready to take the world head on!
Preparation is the assurance that luck
is on your side!!

The Hasten: Empowering you

In association with

CA Rishi Jha & Associates