

# CAN YOU HEAR ME NOW

## THE LOST ART OF LISTENING



# LISTENING STATISTICS

- Most communication is non-verbal. About 55% body language, 35% how you say it.
- We listen to about 25% of our potential
- We miss, ignore, forget and misunderstand 75% of what we hear.

# MORE STATS

- We normally speak about 130 words per minute.
- We listen and understand up to 400 words per minute.
- We can think at 1000 words per minute, nearly 8 times more than what we speak.

# CONCLUSION



# PERSONAL LISTENING TEST

- When talking to others, it's important to make eye contact. T F
- Interrupting is a good way to show that you have listened and that you understood what the person was trying to say. T F
- Asking questions proves you didn't listen. If you were listening, why would you be asking questions? T F

# TEST CONTINUED

- Facial expressions are distracting and are bad for listening. T F
- It is rude to focus your attention elsewhere when someone is talking to you. T F
- When someone is speaking to you, you should plan out your response as he speaks so that you can carry on an intelligent conversation when he is finished speaking. T F

# Test Continued

- Good listening skills involve more than just hearing words. T F
- People think faster than they talk. T F
- You can listen by watching the speaker's body language. T F

# MOST IMPORTANT QUESTION

- If your attending a seminar and the speaker is boring you with all his “ums and ahs”, its ok to tune him out because he is just annoying you and wasting your time. T F





# POOR LISTENING HABITS

- Always interrupts
- Jumps to conclusions
- Finishes speakers sentences
- Is inattentive, has wandering eyes and poor posture
- Changes the subject



# MORE BAD HABITS

- Is impatient
- Fidgets with pen or pencil or some other handy widget nervously.
- Avoids eye contact with speaker
- Makes no effort to understand speakers point
- Looks for excuse to get smart phone out and answer important message

# KEYS TO GOOD LISTENING

- Limit your own talking
- Think like the Customers
- Ask questions
- Don't interrupt
- Concentrate



# MORE GOOD IDEAS

- Take notes
- Listen for ideas.....not just words
- Interjections
- Turn off your own worries
- Prepare in advance



# LAST FEW GOODIES

- React to ideas....not the person
- Don't argue mentally
- Don't jump to conclusions
- Listen for the overtones
- Pay attention to persons body language



GOOD LISTENING RESULTS IN

*Happy Customers*





# YOUR SUCCESSFUL

## MADE THE SALE

## AND COMMISSION



YOU LEARNED A VERY  
IMPORTANT SUCCESS KEY





A close-up photograph of two golden-brown, triangular fortune cookies resting on a dark, reflective surface. A white paper slip is pulled out from the opening of the cookie on the right. The slip has a small, faint, embossed diamond-shaped logo in the center. The text on the slip is printed in a black, sans-serif font. The background is dark and out of focus, with some light reflecting off the surface of the cookies and the paper slip.

You are a good listener.