If a tree falls in the forest and there is no one there to hear it, will it make a noise?

Is there a difference between listening and hearing? “You are not listening!” “I hear you!”

Stages of Listening
- Receiving the message—the stimuli
- Understanding
- Remembering
- Evaluating
- Responding
  1. During the speaking
  2. After the speaker has stopped

• Why do we listen?
• When do we listen?
• Why do we FAIL to listen?
• How can we listen better?
• Why?
  1. To gain information
  2. To evaluate or judge
  3. To help others
  4. To enjoy or appreciate

• When?
  40 to 50% of all interpersonal communication is spent listening. (well, for most of us)

College Students Time
• Writing: 14%
• Speaking: 16%
• Reading: 17%
• Listening: 53%

• Why do we Fail?
  1. Boredom
  2. Unprepared to listen
  3. Takes too much energy
  4. We can fake it so well
  5. We concentrate details
• How can we do better?
  1. Be prepared
  2. Do not talk and interrupt
  3. Think about the speaker
  4. Do Not think about what you will say next

• Hearing is easy if you have two eardrums or a hearing aid (Passive)
• Listening takes work and involves responding and feedback (Active)

• How Good a Listener Are You?