

10 KEYS TO EFFECTIVE LISTENING

These keys are a guideline to better listening. In fact, they're at the heart of developing better listening habits that should last a lifetime!

	10 Keys to Effective Listening	The Bad Listener	The Good Listener
1.	Find areas of interest	Tunes out dry subjects	Asks "what's in it for me?"
2.	Judge content, not delivery	Tunes out if delivery is poor	Judges content, skips over delivery errors
3.	Hold your fire	Tends to enter into argument	Doesn't judge until comprehension complete
4.	Listens for ideas	Listens for facts	Listens for central themes
5.	Be flexible	Takes intensive notes using only one system	Takes fewer notes. Uses 4-5 different systems, depending on speaker
6.	Work at listening	Shows no energy output. Fakes attention.	Works hard, exhibits active body state
7.	Resist distractions	Is easily distracted	Fights or avoids distractions, tolerates bad habits, knows how to concentrate
8.	Exercise your mind	Resists difficult expository material; seeks light, recreational material	Uses heavier material as exercise for the mind
9.	Keep your mind open	Reacts to emotional words	Interprets color words; does not get hung upon them
10.	Capitalize on fact: <i>thought</i> is faster than <i>speech</i>	Tends to daydream with slow speakers	Challenges, anticipates, mentally summarizes, weighs the evidence, listens between the lines to tone of voice

--Cuesta College Academic Support Ctr.

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