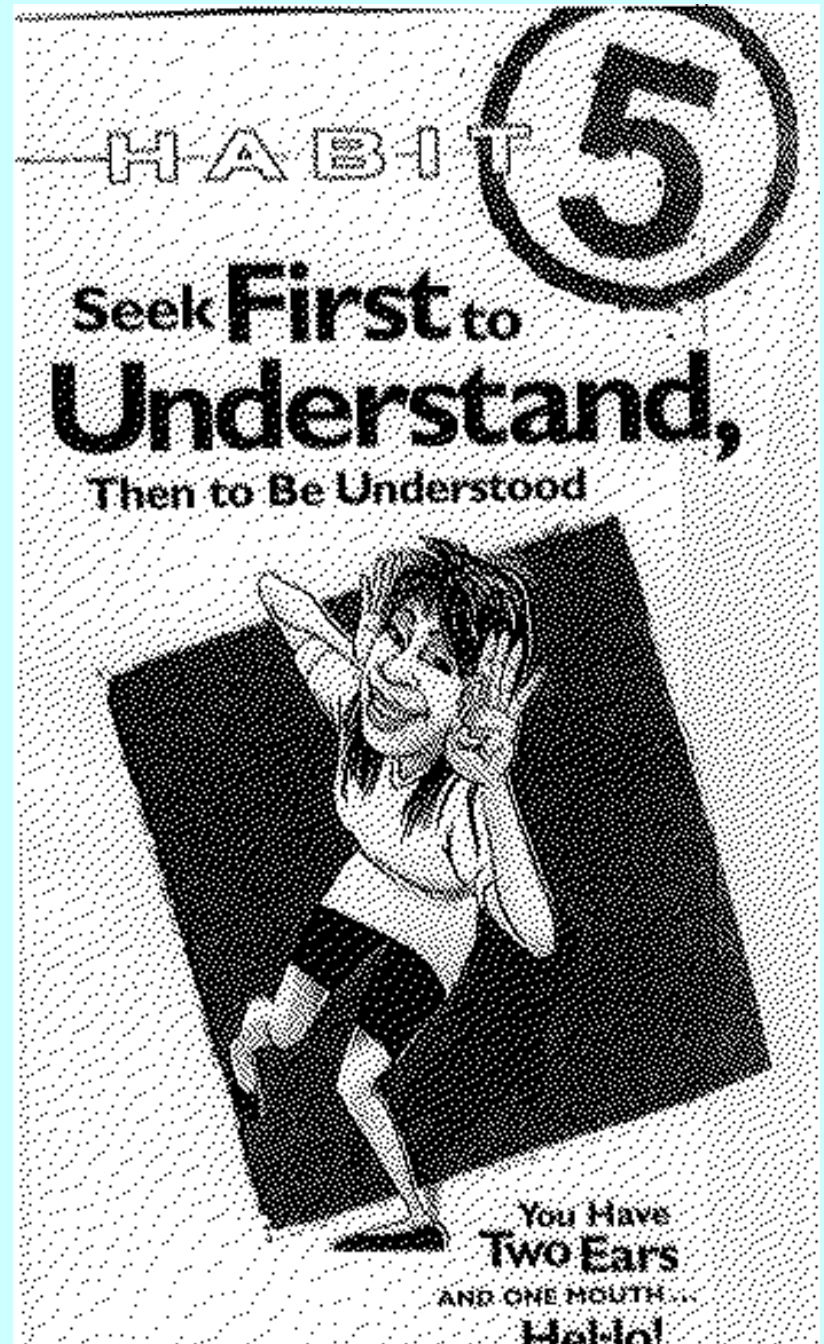


Information in
this session taken
from:

The **7** Habits of
Highly Effective
Teens

by Sean Covey



Who do you see?

Old woman or a young girl?



Seek First to Understand, and Then to be Understood



**Most people listen
in order to reply!**

Seek First to Understand, and Then to be Understood

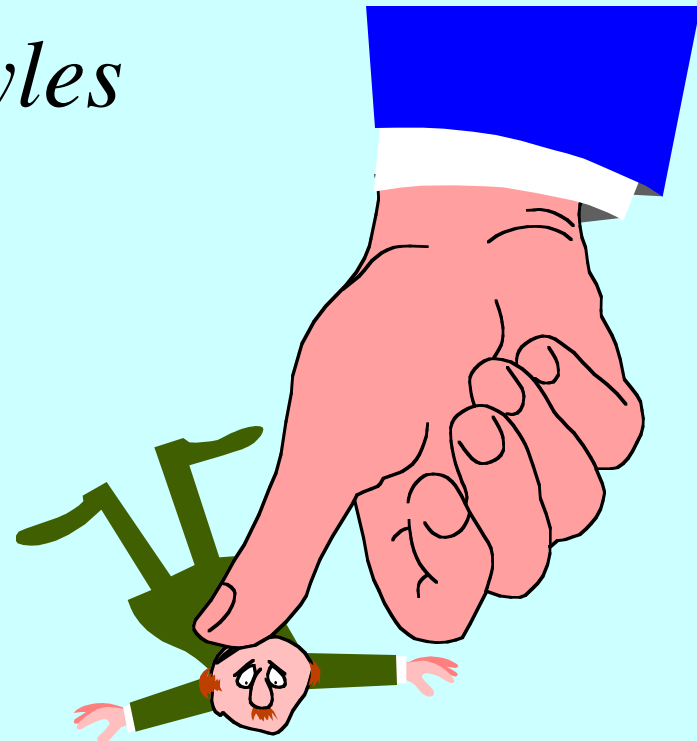


*I don't care how
much you know
until I know how
much you care!*

Seek First to Understand, and Then to be Understood

Five Poor Listening Styles

- *Spacing out*
- *Pretend listening*
- *Selective listening*
- *Word listening*
- *Self-centered listening*



Seek First to Understand, and Then to be Understood

Spacing out

Someone is talking
but we ignore them
because our mind is
wandering off into
another galaxy.



Seek First to Understand, and Then to be Understood

Pretend listening

We only pretend to pay attention to the other Person.



Seek First to Understand, and Then to be Understood



Selective listening

We pay attention to part of the conversation that interests us, then zooms into another space.



Seek First to Understand, and Then to be Understood

Word listening

We listen to the words
but not to the tonality
or body language.

“I guess I don’t have
anything more to say!”



Seek First to Understand, and Then to be Understood

Self-centered listening

We listen from our own
point of view.

- ... judging
- ... advising
- ... probing

“This is a great discovery!”

“But can I put it in my book?”



Seek First to Understand, and Then to be Understood

Peter: *I had a great time with Katherine last night.*

Karl: *Oh, that's nice (Katherine? Why would you want to go out with Katherine?)*

Peter: *I had no idea how great she is.*

Karl: *Oh, yeah? (Here you go again. You think every girl is great.)*

Peter: *Yeah. I'm thinking about asking her to the prom!*

Karl: *I thought you were going to ask Jessica. (Are you crazy? Jessica is much better looking than Katherine.)*

Peter: *I was. But I think I'll ask Katherine now.*

Karl: *Well, ask her out then. (I'm sure you'll change your mine tomorrow.)*

Seek First to Understand, and Then to be Understood

Little Sis: *“I don’t like our new school. Ever since we moved I’ve felt like the biggest outcast. I wish I could find some new friends.”*

Brother: *“You need to start meeting new people and get involved in sports and clubs like I did.”*

Seek First to Understand, and Then to be Understood

Dad: “*Hi, honey. How was school today?*”

Jill: “*Fine.*”

Dad: “*How did you do on your test?*”

Jill: “*OK.*”

Dad: “*How are your friends?*”

Jill: “*Good.*”

Dad: “*Do you have any plans tonight?*”

Jill: “*Not really.*”

Dad: “*Have you been seeing any cute boys lately?*”

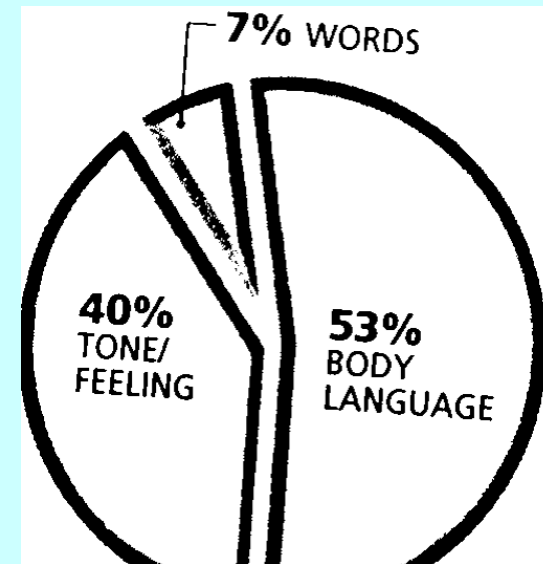
Jill: “*No, Dad. Just leave me alone.*”

Seek First to Understand, and Then to be Understood

Genuine Listening

What was meant?

I didn't say you had an attitude problem.
I didn't say you had an attitude problem.
I didn't say you had an "attitude" problem.



Seek First to Understand, and Then to be Understood

Please... Hear What I'm Not Saying

Don't be fooled by the mask I wear. For I wear a mask, I wear a thousand masks, masks that I'm afraid to take off, and none of them is me.

Pretending is an art that is second nature with me, but don't be fooled.

Seek First to Understand, and Then to be Understood

Please... Hear What I'm Not Saying

...I give the impression that I'm secure, that all is sunny and unruffled with me, within as well as without; that confidence is my name and coolness is my game; that the waters are calm and that I'm in command and I need no one. But don't believe it; please don't.

Seek First to Understand, and Then to be Understood

Please... Hear What I'm Not Saying

...I idly chatter with you in the suave tones of surface talk. I tell you everything that's really nothing, nothing of what's crying within me. So when I'm going through my routine, don't be fooled by what I'm saying. Please listen carefully and try to hear what I'm not saying; what I'd like to be able to say; what, for survival, I need to say but I can't say. I dislike the hiding. Honestly I do.

Seek First to Understand, and Then to be Understood

Please... Hear What I'm Not Saying

...I'd really like to be genuine, spontaneous, and me; but you have to help me. You have to help me by holding out your hand, even when that's the last thing I seem to want or need. Each time you are kind and gentle and encouraging, each time you try to understand because you really care, my heart begins to grow wings. Very small wings. Very feeble wings. But wings.

Seek First to Understand, and Then to be Understood

Please... Hear What I'm Not Saying

...With your sensitivity and sympathy and your power of understanding, I can make it. You can breathe life into me. It will not be easy for you. A long conviction of worthlessness builds strong walls. But love is stronger than strong walls, and therein lies my hope. Please try to beat down those walls with firm hands, but with gentle hands, for I am very sensitive.

Seek First to Understand, and Then to be Understood

Second, stand in their shoes

To become a genuine listener, you need to take off your shoes and stand in another's.



Seek First to Understand, and Then to be Understood

Third, practice mirroring

Don't judge.

Don't give advice.

Don't probe....

Mirror the other person's words and feelings.

Seek First to Understand, and Then to be Understood

Third, practice mirroring

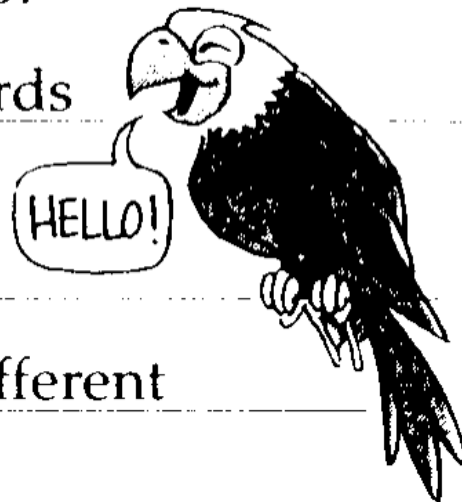


MIMICKING IS:

Repeating words

Using the
same words

Cold and indifferent



MIRRORING IS:

Repeating meaning

Using your own
words

Warm and caring

Seek First to Understand, and Then to be Understood

Third, practice mirroring

Mirroring without a true desire to understand will be felt as manipulation... You must have a attitude or desire to understand to become a powerful communicator!

Seek First to Understand, and Then to be Understood

Mirroring Phrases

“As I get it, you felt that....”

“So, as I see it....”

“I can see that you’re feeling....”

“You feel that....”

“So, what you’re saying is...”

Seek First to Understand, and Then to be Understood

Match statement ----Poor Listening Skill

- | | |
|---|-----------------------|
| “Pass the Cheetos....” | (Spacing Out) |
| “Sounds great....” | (Pretend Listening) |
| “Speaking of friends,
my friend Bart....” | (Selective Listening) |
| “What you need to do
is start meeting new people.” | (Advising) |
| “You’re not trying hard enough.” | (Judging) |
| “Are you having trouble with
your grades?” | (Probing) |
| “You feel school’s kind of tough
right now.” | (Mirroring) |

Seek First to Understand, and Then to be Understood

Communicating with Parents

Benefits of communication:

1. Gain respect for parents
2. If you are willing to listen,
They are more willing to listen
and will be more flexible.



Seek First to Understand, and Then to be Understood

Communicating Pointers.

Determine the purpose of the communication...

feedback can be for me... rather than them!

Send “I” messages instead of “you” messages

Really want to listen.....

Seek First to Understand, and Then to be Understood

And Then to be Understood.

How can you make
sure that you are being
understood?



Seek First to Understand, and Then to be Understood

Veginot Activity.

You are going to be assigned to one of two teams: Dr. Smith or Dr. Harper's

You must come up with a team strategy on how your team can get the one and only crops of veginots.... which is critically Needed by both teams.

Seek First to Understand, and Then to be Understood

Veginot Activity.

Select one person on your team to be the Doctor. This is the only person who can communicate with the other Doctor.

You must come to a agreed upon solution which has to be signed by both teams.

Seek First to Understand, and Then to be Understood

Veginot Activity.

Evaluate the communication skills of your team.

Who was the best listener?

Who encouraged others to participate?

Who asked for clarification?

Who paraphrases others?

Who demonstrated positive non-verbals?

Seek First to Understand, and Then to be Understood

To grow in this skill, try....

1. See how long you can keep eye contact with someone while they are talking?
2. Compare the difference between mirroring and mimicking.
3. Identify which of the five poor listening styles you have. Try to change that!
4. Surprise someone by genuine listening!!!

Seek First to Understand, and Then to be Understood

You have **TWO** Ears,
and only **One** Mouth...

Remember this when
you want to communicate.

