

**CAN YOU  
HEAR ME  
NOW ?**

**YES!**  
**I Learned**  
**Lasting**  
**LISTENING**  
***Skills for Life!***

*Communication Skills*  
*By PATTY ANN*

# **CAN YOU HEAR ME NOW?**

*Learn Lasting Listening Skills*

**Written & Illustrated  
By Patty Ann**

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# **Chapters are Linked**

***Worksheet in Every Chapter!***

**Listening is Challenging**

**Poor Listening Habits**

**Reasons to Listen**

**Good Listening Habits to Develop**

- **Ask Questions**

- **Paraphrase**

- **Empathize**

**Quiz Review and Answers**

**Discussion Questions**

**Activities!**

# Welcome to

## **CAN YOU HEAR ME NOW?**

### *Learn Lasting Listening Skills*

#### **Awareness is key to learning!**

#### Course Objectives:

- Discern listening habits
- Understand why listening is essential to communication
- Develop effective listening habits to help others
- Analyze hearing challenges to insert corrections
- Incorporate and apply questions, paraphrase and empathy

#### **Great classroom management tool!!**

#### Suggested Uses for Workbook:

- Share over head as a whiteboard presentation
- As an independent or group worksheets
- Give an assignment to start a discussions
- As an icebreaker or class opener
- Reference as a self help guide



# Listening is Challenging



Listening is an important aspect of good communication skills. It's not always easy to do, and here are some reasons why:

- **Noise** from any source outside yourself can be so distracting that it may be hard to hear.
- **Hearing impairments** are caused by physical and health problems.
- **Information overload** is too much information taken in too fast and over an extended period of time. You can only focus your attention for so long before your mind wanders off.
- **Complex messages** that contains too many issues and details, or that includes foreign technical jargon can easily confuse and lose listeners.
- **Personal reasons** are your own immediate concerns. Problems can also make it difficult to give your full undivided attention towards another person.

# Listening is Challenging

## WORKSHEET

Write in your own experiences where it was difficult to listen to another person speaking to you.

**Noise Distraction**

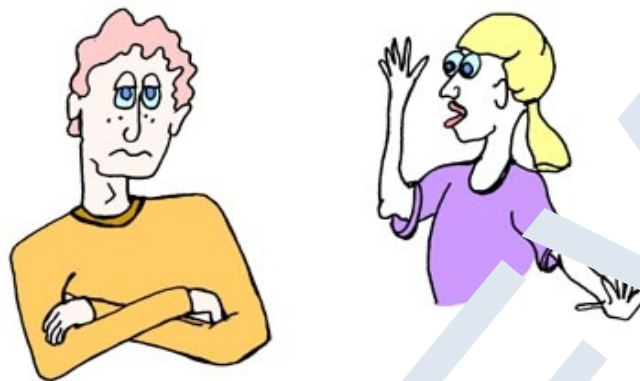
**Hearing Impairment**

**Information Overload**

**Complex Message**

**Personal Reason**

**Provide Other Reasons Listening is Challenging**



## Poor Listening Habits

Not all listeners receive the same message. We tend to assume that just because someone gives another person a turn to talk they are actively listening. Every person listens and interprets information differently. A person's poor listening habits can be a source of miss-communication. Can you recognize some or all of these behaviors?

**Stage hogs** want to be the center of attention. It's typical for stage hogs to talk too much or talk over another person to prevent them from talking. Do you think stage hogs listen to others when they are concerned about being heard?

**Pseudo listeners** nod their heads and appear to be good listeners, but in reality their thoughts are elsewhere. If you're thinking about a friend's party are you really listening?

**Selective listeners** only pick out parts of a message that interest them and reject the rest. Beware a selective listener will choose certain words out of the original conversation and use it to their advantage.

# Poor Listening Habits

## WORKSHEET

Write in your experiences where you, or another person, displayed poor listening habits.

**Stage Hog**

**Pseudo Listener**

**Selective Listener**

**Filled in the Gaps**

**Ambusher**

**Defensive Listener**



## Reasons to Listen



Now that you understand some of the challenges of listening, let's talk about why you should listen up!

### **1) To understand and retain information.**

Whether you are a student or a professional in the work world, people who listen well are far more successful than their non-listening counterparts.

### **2) To build and maintain relationships.**

Listening is a powerful way to improve and enrich your personal life. Listening to others shows that you value, care, and respect their companionship which in turn bonds you closer together.

**3) To help others or to be helped.** At some point everyone either needs help, or gives help to someone else. Can you think of an instance today where this was, or will be true for you?

## Good Listening Habits to Develop

There are 3 very simple skills you can learn to do that will make a positive difference in your daily communication. Give these skills a try. Don't fret if your first attempts fall short of your expectations as you'll become more competent with practice.

### 1. Ask Questions

### 2. Paraphrase

### 3. Empathize



#### 1) Ask Questions! Why? Because It . . .

- Helps to clarify meanings
- Helps seek correct answers
- Gathers more facts and details
- Gives the listener more information
- Encourages further explanation and discovery
- Increases learning about others thoughts and feelings

## 2) Paraphrase

Paraphrasing is giving feedback to the speaker. In your own words, you restate the message you think the speaker meant. While it might seem unnecessary to repeat a message, the intent is to clarify information. By now you understand that messages can become distorted by poor listening, loud noises, misperceptions, and a lot of other reasons. Paraphrasing encourages a common understanding of a situation.

### Paraphrasing Example 1:

Jack: "I need you to help me wash our car today."

Tim: "We have three cars, which one needs washing?"

Jack: "Oh, yes that's true. Wash the pickup truck."

### Paraphrasing Example 2:

Mary noticed her daughter Karen has been looking sad for the past few days. So Mary asks, "Karen I noticed you seem rather sad lately. What's up?"

"I do not feel well." Karen says.

Mary says: "Oh, I'm sorry. What part of you hurts?"

Karen says, "My arm aches because I fell on it."

# Good Listening Habits: Paraphrase

## WORKSHEET

Write in an example from each scenario listed. Explain the situation, fill in the unclear statement, and how you would paraphrase it to understand.

### At home with a parent or caregiver

Parent says:

Your paraphrase:

Parent clarifies:

### At school with a teacher

Teacher says:

Your paraphrase:

Teacher clarifies:

## Quick Review

### ANSWERS



#### **Why is Listening Challenging?**

- Noise from outside sources
- Hearing impairments
- Information overload
- Complex messages
- Personal reasons such as day dreaming

#### **What is a good reason to listen?**

- To understand and retain information
- To build and maintain relationships
- To help others, or to be helped
- To problem solve
- To respond

#### **Good Listening Habits to Develop are:**

- Ask questions
- Paraphrase
- Have Empathy

## Discussion

What are some reasons it might be difficult for you to listen to others?

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_

List 3 reasons listening is important:

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_

Name 3 good listening habits to develop:

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_

**Challenge Question** Your boss just told you that the project you finished was done incorrectly. He wants you to come into work early for the next week to fix the problem. The project belongs to an important client, and your company could lose their business if the deadline is not met. Write your response of how you might handle this situation:

Ask questions to clarify facts: \_\_\_\_\_

\_\_\_\_\_

Paraphrase what you heard in your own words back to your boss:

\_\_\_\_\_

Use empathy to acknowledge your boss' position:

\_\_\_\_\_

# Activities!

## ACTIVITY #1

Put 5-8 people in a circle. Write down a simple sentence of at least 8 words. Give it to one person to read without sharing it with the others. This first person will whisper the sentence into the ear of the person next to them—only once. And that person will whisper the sentence into the ear of the next person. Continue this around the circle. The final person will say the sentence out loud.

If the sentence is exactly repeated BRAVO! If not, discuss what obstructed the listening in the circle. Then do another sentence. Have fun!

## ACTIVITY #2

Role play in pairs to practice paraphrasing with accuracy and empathy.

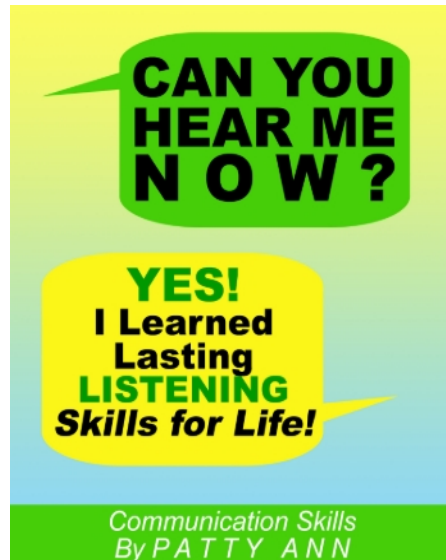
First person will (very briefly) describe a recent event. They will also relay how they felt about it—their emotions or feelings.

For Example: The first person says they went to a professional baseball game to watch 2 top teams. The underdogs won the game at the bottom of the 7<sup>th</sup> inning with 2 strikes because the batter hit a double with the bases loaded. The person says the game was exciting, but he was sad for his friend who was on the team that lost.

Second person will paraphrase the event with all the details, including the speaker's feelings about the event.

This activity entails listening skills, paraphrasing back the event details and speaker's emotions, or feelings. This exercise can be made simple or complicated depending on your group players!

**Thank YOU for Enjoying**  
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**THANK YOU!**  
**YOUR PURCHASE SUPPORTS**

