

# COMMUNICATION LESSONS

---

*with Patty Ann*

CAN YOU  
HEAR ME  
NOW?

**YES!**

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

# COMMUNICATION LESSONS

---

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

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

**Written & Illustrated  
By Patty Ann**

Published by Patty Ann  
Copyright 2011 Patty Ann  
Third Edition 2025

**All Rights Reserved.**

No part of this book may be reproduced, stored in or introduced into a retrieval system, or transmitted, in any form or by any means (electronic, mechanical, photocopying, recording or otherwise) without the prior written permission of the author-publisher. Thank you.

***Visit [PattyAnn.net](http://PattyAnn.net) for more educational resources!***

# **Chapters are Linked**

***Worksheet in Every Chapter!***

**Listening is Challenging**

**Poor Listening Habits**

**Reasons to Listen**

**Top 3 Listening Habits to Use Daily**

**Components in a Message**

**The Invitation to Listen**

**Consequences for NOT Listening**

**Listen to These Exercises**

**Quick Review and Answers**

**Discussion Questions**

**Group Activities**

# **Welcome to**

# **CAN YOU HEAR ME NOW?**

## ***YES! I Learned Lasting Listening Skills for Life!***

**Awareness is Key to Learning Outcomes.**

### **Engaging Lesson Goals with Fast Results:**

- *Understand* listening is the essence of great communication
- *Develop* competence in attending personal listening habits
- *Discern* between effective and ineffective etiquette protocols
- *Analyze* auditory hearing conditions to amend and/or correct
- *Regard* choices and recognize consequences for not listening



### **Activity Highlights in this Guide:**

- 10 self reflection worksheets with writing prompts
- Listening-consequence exercises to connect concepts
- 20 A discussion topics to support group learning
- Critique learned behavior habits for self insight
- Practice paraphrasing to clarify understanding
- Examine the power of empathy in perception

# 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/or health ailments.
- **Information overload** is too much information taken in too fast. It's overwhelming when ongoing for an extended period of time. One can only focus attention for so long before their 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**

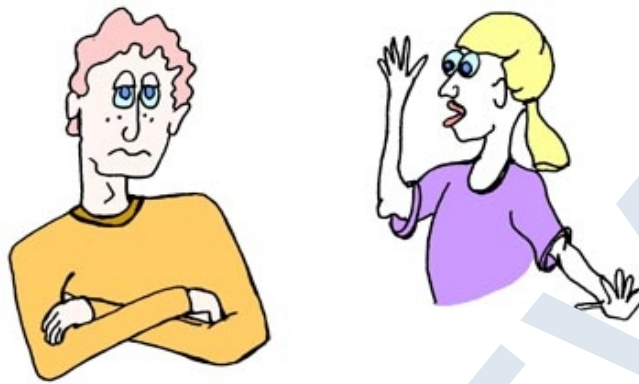
**Hearing Impairment**

**Information Overload**

**Complex Message**

**Personal Bias**

**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 miscommunication. See if you can 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 amend the context to suit their situation. Selective hearing takes advantage of other's recall and goodwill through manipulation tactics.



# Reasons to Listen



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

## **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 brings 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?



## Top 3 Listening Habits to Use Daily

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. You will become more competent with practice.

### 1. Ask Questions

### 2. Paraphrase

### 3. Empathize



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

- Helps 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 sent. 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, perceptions, and a lot of other reasons. Paraphrasing encourages two or more people to have an agreed understanding of a given 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 has 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."

### 3) Empathize

Empathetic listening is when a listener puts themselves in a speaker's place and sees the world from their viewpoint. While you don't have to agree with what the speaker says, empathizing helps you to understand where another person is coming from. Empathy is important as it allows the listener to:

- Acknowledge a speaker's feelings and thoughts.
- Understand that a speaker's viewpoint comes from their own background and experiences.
- Allows you to appreciate both the content (what's said) and relational aspects (what's meant) of a conversation.



Having **EMPATHY** means developing these skills:

**Open-minded.** Have the ability to set aside your own attitudes and beliefs to consider that other people have just as valid viewpoints and experiences. Open your heart and see what can be learned from others different from you.

# Components in a Message

## WORKSHEET

Lets examine how/why messages are not not understood from a listening standpoint. As the listener, fill in your interpretation to the prompts given on the right. The first example is filled out.

Speaker sending the message	As a Listener I interpret this as:
Speaker's body language used eye rolling and a sarcastic voice asking for assistance.	Teasing or hunting Perhaps theatrical or mocking me or another.
Speaker puts hands on hips and taps their foot impatiently when talking.	
A serious message does not match the awkward body language of the fidgeting speaker looking at the floor.	
Speaker didn't listen to me and instead changed the subject completely.	
Speaker seemed annoyed to me and said I was a stage hog.	
Speaker lied to me, taking credit for a project that I had conceived and completed.	
Speaker was crying when he spoke about his brother.	

## The Invitation to Listen

Daily we are summoned with invitations to listen. While this guidebook addresses oral communication between two people, there are plenty of other interactions begging for our attention. So, let's address them here and now.

An invitation is a

**Solicitation**

*Temptation*

*Allurement*

**Request**

*Call to Interaction*

*Excitation*

**Ask for Participation**

*Call for Engagement*

*Involvement*

**Petition**

*Proposal*

*Summons*

**Appeal**

ALL REQUESTS BEG FOR YOUR

**ATTENTION**

*Which  
invitation  
do you  
listen to,  
and why?*



## Consequences for NOT Listening

We are bombarded daily with invitations to listen from all angles. Truly it becomes overwhelming so we tune much of it out. We become numb from attention grabbing headlines, the new dramas, conflicts, and world disorder.

The theatrics even hook us in with invites of empty promises. All of this chaos is ruining our capacity to listen with our full attention: *we are losing our skill to listen!*

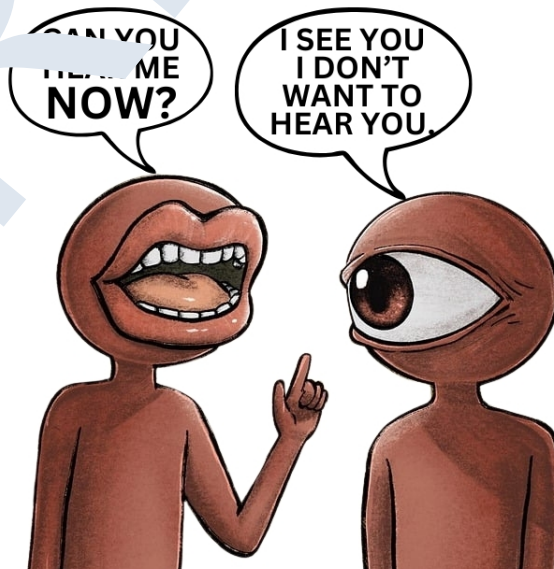
Here's stages of listening failure, OR just not listening at all.

First: The Invitation which has been discussed at this point.

Second: Then comes the notifications. Examples are listed in the upcoming pages, which also includes the FINAL REQUEST. Lines can be blurred between notifications and the FINAL REQUEST. All are situational and many times if the notifications are dismissed, the final request will not be heard either.

Third: is a FINAL REQUEST.

Last: A NON response ignoring, not listening, or altering the request, leads to a SEVERE "SMACK DOWN"!



## Listen to Your Postal Mail.

So much propaganda comes in the postal mail. Many envelopes mimic government, or other official looking documents. One can hardly tell the difference between legitimate notices and devious deliveries. So Patrick stacks all of the mail to go through every few months. When he finally does, he has a final overdue notice that his car payment is months overdue. Another statement says his bank account is over drawn. And as he glances out his living room window thinking 'how can this happen' when every payment is set up on auto pay... he sees his car hooked to a tow truck leaving his driveway. That is what happens when you do not listen to the postal mail. Or follow your stock portfolio that has been hacked~!



List the SHOCK DOWNS:

What were the invitations and requests Patrick should have listened to?

How can Patrick correct his listening habits for the future?



## Listen to Our Planet.

There are over 8 billion people living on our earth home. The human impact has consequences to earth and everyone involved. For instance, wildlife habitats are disappearing, water and land pollution, climate change, deforestation, exploitation of fisheries, and disruption of natural ecosystems.

For every problem there are many solutions. Awareness and education are key towards taking action. There are many effective remedies that involve promoting sustainable living. Such as every human has the power to take responsibility. Practices such as reduce, reuse, and recycle; eating planet based foods; proper disposal of waste; limiting consumption; driving less; growing gardens, and living consciously help protect our environment.

All organizations from businesses to governments have a much larger responsibility to our planet. All can agree that focusing on reducing our ecological footprint through self-aware lifestyle choices to support systemic changes are at the forefront.

While awareness to planetary health is growing it is not enough. The most essential key is getting **EVERYONE** to LISTEN. We have had many invites to help heal our planet. Now earth Gaia is sending strong notifications via the weather: fires, floods, tornadoes, geological, and ecology upsets. We won't know when the **FINAL REQUEST(S)** come due. But we certainly know the **FINAL SMACK DOWN** are not going to be nice to *everyone* and *all species*.



*Be still. Listen.  
For in the silence  
there is plenty.  
-Patty Ann*

**Thank YOU for Previewing**

# **COMMUNICATION LESSONS**

**CAN YOU HEAR ME NOW?**  
*YES! I Learned Lasting  
Listening Skills for Life!*

*Leaving Your Positive Ratings and Comments  
on this Workbook are Appreciated!*

**THANK YOU!  
YOUR PURCHASE SUPPORTS**



***Check Out More Life Skills  
Resources at [PattyAnn.net](http://PattyAnn.net)***