

## Listening Effectively

### Lesson Plan:

---

**Duration:** 50 Minutes

**Teaching Method:** Lecture/Discussion

**References:** Student Guide & Listening Effectively by John A. Kline

**Teaching Aids/Handouts:** Student Guide & Slide Presentation

**Reading Assignment:** Student Guide

**Lesson Objective:** Comprehend the importance of listening effectively.

### Desired Learning Outcomes:

1. Define the concept of listening effectively.
2. Identify the attributes of effective listening.
3. Explain the five types of listening.
4. Describe techniques to improve listening habits.
5. Explain your responsibility as a listener.

### Lesson Strategy:

This segment is designed to help unit commanders understand the importance of listening skills, and present techniques to improve this vital communication skill.

This lesson will emphasize the concept's importance to command – how commanders must listen to the information presented to them in order to make their command decisions. Place special emphasis on discussing effective listening's critical and variable attributes, and on the techniques to improve listening skills. Use your own examples to illustrate how not honing one's listening habits can lead to misunderstanding and conflict.

The teaching outline provides an introduction, outline of the main points, and a conclusion to be adapted as required to meet the needs of a particular wing. The presenter should personalize the lesson to reflect the unique characteristics of the wing.

Use the suggested questions to tie the lesson together at the conclusion.

### Lesson Outline:

#### MAIN POINTS:

- I. Concept of listening effectively - defined
- II. Attributes of effective listening
- III. 5 Types of listening
- IV. Effective listening techniques
- V. Your responsibility as a listener

### Teaching Plan

---

**Lesson Objective:** Comprehend the importance of listening effectively.

Comprehend the concept of effective listening.

#### **ATTENTION:**

When you make decisions, you rely on outside sources of information. People tell you their problems, give you data, and provide solutions to situations your squadron faces. Do you just hear their words, or do you go a step further, and listen to what they are trying to tell you? There is a difference.

#### **MOTIVATION:**

As a commander, it is absolutely imperative that you learn to listen effectively: to your customers, your members, and to your bosses. The decisions you make will be based on the information others provide to you. You must be able to accurately understand the messages the people around you are sending to you. Effective listening, therefore, is a survival tool.

#### **OVERVIEW:**

This segment will help you understand the concept of effective listening and show you some techniques to improve your listening habits. We'll compose a definition of effective listening and identify its critical and variable attributes. Then, we'll discuss the five different types of listening, and discuss proven listening techniques.

**TRANSITION:**

STATE: You will have information coming at you from all directions as commander. Knowing how to listen and what to listen to, will enhance your ability to make the critical decisions you will face.

## Main Points:

**MP I. Concept of listening effectively - defined**

- A. Poll students for their definitions.
- B. State the book definition: Listening Effectively is a process of receiving, attending, and understanding auditory messages.

**MP II. Attributes of effective listening**

- A. Critical Attributes
  - 1. Receiving
  - 2. Attending
  - 3. Understanding
- B. Verbal barriers
  - 1. Words with multiple meanings
  - 2. Using different word to say the same thing
- C. Non-verbal barriers
  - 1. Misinterpretation of Meaning
  - 2. Misinterpretation of non-action symbols
  - 3. Misinterpretation of the voice
- D. Variable attributes
  - 1. Responding
  - 2. Remembering

**MP III. 5 types of listening**

- 1. Informative
- 2. Relationship
- 3. Appreciative
- 4. Critical listening
- 5. Discriminative

### **MP IV. Effective listening techniques**

- A. Thinking about listening
  - 1. Understand the complexities of listening
  - 2. Prepare to listen
  - 3. Adjust to the situation
  - 4. Focus on ideas and key points
  - 5. Capitalize on speed differential
  - 6. Organize the material for learning
- B. Feeling about listening
  - 1. Want to listen
  - 2. Delay judgment
  - 3. Admit your biases
  - 4. Don't tune out "dry" subjects
  - 5. Accept responsibility for understanding
  - 6. Encourage others to talk
- C. Doing about listening
  - 1. Establish eye contact with the speaker
  - 2. Take effective notes
  - 3. Be a physically involved listener
  - 4. Avoid negative mannerisms
  - 5. Exercise your listening muscles
  - 6. Follow the "golden rule"

### **MP V. Your responsibility as a listener**

Your responsibility as a listener is to receiving, attending, and understanding auditory messages. It is absolutely imperative that you listen effectively: to your customers, to your members, to your bosses. The decisions you make will be based on the information others provide to you. You must be able to accurately understand the messages the people around you are sending to you. Effective listening, therefore, is not just a good idea...it's a survival tool.

### **QUESTION AND ANSWERS:**

Use the suggested questions to facilitate the discussion, and field any questions that the students may have.

## Lesson Summary:

### **SUMMARY:**

By understanding the listening process and practicing the techniques we've just discussed, you can become a more effective listener. In doing so, you will be in a far better position to make critical decisions. In addition, you will also show the people speaking to you how much you value their input – no matter what they are trying to tell you.

### **REMOTIVATION:**

As a commander, it is absolutely imperative that you learn to listen effectively: to your customers, to your members, to your bosses. The decisions you make will be based on the information others provide to you. You must be able to accurately understand the messages the people around you are sending to you. Effective listening, therefore, is a survival tool.

### **CLOSURE:**

Practice your listening skills, and give yourself an invaluable management tool. Don't miss important information or make a costly decision because you didn't get the message.

## Suggested Questions:

### 1. **Define *effective listening*.**

Answer: Listening is a process of receiving, attending, and understanding auditory messages.

### 2. **What are the critical attributes of effective listening?**

Answer: See below:

- a. Receive
- b. Attend
- c. Understand

### 3. **What are the five types of listening?**

Answer: See below:

- a. Informative.
- b. Relationship.
- c. Appreciative.
- d. Critical listening.
- e. Discriminative.

4. **Describe discriminative listening.**

Answer: The ability to identify and filter verbal & non-verbal cues, to get to the real meaning of the message.

5. **What is your responsibility as the listener?**

Answer: You have to put in at least as much work in understanding the message as the speaker does in getting it to you. The responsibility is on them to communicate clearly, and on you to take it in accurately.

Field any other questions that the students may have.