



presents **TEN tips**  
on  
**Listening Skills**

1

70% of our waking time is spent in communication, and 45% of that time is spent listening, but we only retain 25% of what we hear.

2

Active listening is about listening for the purpose of understanding and interpreting the message the speaker is trying to convey.

3

Concentrate carefully - don't get distracted.

4

Listen for the explicit data (what is said) as well as the implicit data (what is *not* said).

5

Refrain from immediate evaluation - attempt to see the other person's point of view.

6

Check that you are really listening to the other person - not just waiting your turn to speak.

7

Listen for the main ideas. Acknowledge what you have just heard and give an appropriate response.

8

If you do not understand, don't be afraid to ask for clarification.

9

Read and listen to difficult material just for the exercise. Jot down the main points you have noted and then check to see how you did.

10

For a day, keep a record of the time you spent listening. Consider the specific differences improved listening could have made.