Critical Listening
and Feedback

ECE 3940
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Preview

- Listening
  - Importance
  - Process
  - Improving listening
  - Critical listening
  - Active listening

- Feedback
  - Giving feedback
  - Handling Q&A
Barriers to Listening...

**THE FAMILY CIRCUS®**

By Bil Keane

MY CONSULTANT SAYS THAT IF BILLY CAN "WORK CUTER, NOT HARDER," WE WON'T NEED TO DOWNSIZE AGAIN.

I HATE MOMMY'S NEW HAIRDO.
How We Listen

The average American:

- spends 50% - 80% of their day listening
- hears only 1/2 of what is said
- understands only 1/4 of what was heard
- uses about 25% of their listening capacity
What Can Effective Listening Do for You?

- Improve personal relationships
- Improve professional relationships
- Increase productivity
- Improve Grade Point Average
- Improve employment opportunities
The Listening Process

- Reception – biological receiving of waves
- Attention – focus on a stimulus
- Perception – screening process
- Assignment of Meaning - comprehending
- Response – internal or external
Listening Influencers

- Speaker
- Message
- Channel
- Internal and External Variables
- Memory and Time
Improve Your Desire to Listen

- Recognize that the listener is responsible for at least 51% of the conversation

- Suspend judgment

- Be patient ...don’t supply words

- Avoid ego speak
Improve Your Listening Comprehension

- Capitalize on thought speed...paraphrase internally
- Visualize what you hear
- Tune into the speaker’s cues
  - Rate
  - Special words (“therefore” and “next”)
- Control distractions
Improve Your Listening Skills

- Paraphrase what you heard to the speaker...and ask if you’re correct
- Ask questions
  - Ask for more detail on something not understood
  - Ask for more information to learn more
- Maintain appropriate eye contact and body orientation
- Use verbal encouragers
How to Listen Actively

- Pay attention
- Show that you are listening
- Provide feedback
- Defer judgment
- Respond appropriately
How to Listen Critically

- Be quiet
- Be focused
- Listen for concepts and ideas
  - What are the main points
  - What is NOT said
- Organize what you hear
  - Make connections
  - Listen for patterns, transitions
- Evaluate
  - Evaluate evidence carefully
Giving Feedback

When is the best time to give feedback?

- *When you are asked for it.*
Giving Feedback

- Using “I” language, specifically describe the behavior (positive or negative)
  - “I noticed that your slides were inconsistent”
  - “I remembered your personal story at the beginning”
  - I feel like you were being condescending
Giving Feedback

- Describe the result of the behavior (positive or negative)

  - “I noticed that your slides were inconsistent and it made me confused."
  - “I remembered your personal story and it was really engaging and made me listen closely”
  - I feel like you were condescending and I don’t really know what to do about that
Giving Feedback

- Offer at least one suggestion for improvement
  
  - “Maybe you could proofread the slides as a group to maintain consistency”
  
  - “I hope you continue to use stories in your other speeches”
The 1-2-3

- Using “I” language, specifically describe the behavior (positive or negative)

- Describe the result of the behavior (positive or negative)

- Offer at least one suggestion for improvement
Question and Answer

- Listen to the question without interruption
- Clarify the question
- Acknowledge the questioner & repeat the question for the audience
- If you have an answer, respond
- If you don’t
  - Admit that you don’t know but know where to start looking
  - Ask the questioner to help you