Listening

Chapter 7

I. What is Listening?

1. What is the difference between Hearing & Listening?

2. Deliberative listening is when we make a definite, deliberate attempt to hear the information, analyze it, recall it at a later time, and draw conclusions from it.

3. Empathetic listening involves integrating physical, emotional, and intellectual inputs in a search for meaning and understanding.

II. Communicating to help

11 Suggestions for positive communication with those experiencing grief

1. Perhaps another time

2. Listen without judgment

3. Focus your attention
4. Avoid interrupting their speaking or silence

5. Maintain a positive outlook on life

6. Rational answers are irrational

7. Suggestions are better than advice

8. Share, don’t compare, experiences.

9. Give occasional responses while listening

10. Avoid remarks that are insensitive

11. Cry with them

III. Sensitivity is so important

1. When people are suffering they feel vulnerable, foolish, and that self-disclosure will negatively impact your relationship with them.

2. Grief can be a temporary impairment of self-esteem, and insecurity.

3. They need to know that no matter what you say, your relationship will remain intact.

4. Let them know that you are really trying to understand them and what they are going through.
IV. How to gossip for fun and profit

1. Gossip is about people and may or may not be true. Rumors may or may not involve people and are always speculative.

2. The primary function of gossip is for social comparison
   a. Some claim that gossip can help famous people

3. It is also a way to communicate limits on personal behavior without direct confrontation.

4. Gossip shepherds the herd.

5. **What do people gossip about?** Women typically gossip about people in their lives who are close to them. Men usually engage in shop talk & gossip about sports figures, politicians, sex, and other guys.

6. People who are gossip junkies typically work in people oriented professions.

7. **When is gossip unethical?**