

COMMUNICATIONS 101 – LISTENING AS EFFECTIVE COMMUNICATION VIDEO  
SLIDES

- 1) Using your ears – listening
  - a) Proverbs 21:11  
11 The wise man learns by listening; the simpleton can learn only by seeing scorners punished.  
(TLB)
- 2) What is listening?
  - a) Not talking
  - b) Trying to understand what the other guy means to say
  - c) Trying to understand why the other guy is saying it
  - d) Trying so hard to understand the other guy that the other guy notices your efforts
- 3) Why listening so important?
  - a) The more you know about the other guy the more effective you can be when it is your turn to speak
  - b) The more you know about what the other guy is thinking the more you can strategize your response
- 4) What does listening do for the other guy? What does it do for you?
  - a) You give honor to the person you listen to
  - b) People are more likely to like you simply by you listening to them
  - c) If the other guy likes you, feels that you respect him or her, then he or she will be more likely to listen to you with interest and respect
- 5) How does one listen?
  - a) Seek to understand before being understood
  - b) Take a genuine interest in what the other guy is saying by positive non-verbal gestures
  - c) Take a genuine interest in what the other guy is saying by positive non-threatening questions
- 6) Listening questions
  - a) Questions of clarification
  - b) Questions of expansion
  - c) Questions of to keep the other guy talking
- 7) Listening statements
  - a) “That is interesting.”
  - b) “I never thought about it that way.”
  - c) “You are giving me something to think about.”
  - d) “Here is what I hear you saying. Correct me if I am not getting it right.”
- 8) How does one not listen?
  - a) Avoid questions that lead to arguments
  - b) Avoid questions that sound like sarcasm
  - c) Avoid voicing objections to what you are hearing.
    - i) Save your objections for when it is your turn to talk.
  - d) Avoid body language that suggests that you disagree with what is being said
- 9) What being listened to does for the other guy
  - a) The one listened to feels honored

- b) The one listened to feels cared for
  - c) The one listened to feels important
  - d) The one listened to feels recharged
  - e) The one listened to feels ready to listen to you
- 10) Knowing your audience
- a) Luke 15:1-2
    - <sup>1</sup> Now the tax collectors and sinners were all gathering around to hear Jesus. <sup>2</sup> But the Pharisees and the teachers of the law muttered, “This man welcomes sinners and eats with them.”
- (NIV)
- 11) Knowing people
- a) Their work
  - b) Their play
  - c) Their family
  - d) Their politics
  - e) Their religion
- 12) Preaching
- a) Know your people’s struggles
  - b) Know your people’s fears
  - c) Know your people’s hopes and dreams
  - d) Preaching to old Christians
    - i) Help them doubt
  - e) Preaching to new Christians
    - i) Help them believe
- 13) Get people to tell their stories
- a) How did you meet your spouse?
  - b) How did you get into the work you do?
  - c) What do you love doing? Why do you think that is?
  - d) What is your spiritual dream?
  - e) What would you do if you knew you couldn’t fail?
  - f) What do you wish was better in your life?
  - g) If you could change one thing about yourself, what would it be?
  - h) What is your favorite movie? Why?
  - i) Why do you think most people don’t go to church?
  - j) If God were to appear to you and grant you an answer to 3 questions, what would they be?
  - k) What kind of family did you grow up in?
  - l) What did your father or mother do that you would do if you were a father or mother?
  - m) What would you do differently?
  - n) What regrets do you have?
  - o) What do you like about your work?
  - p) What don’t you like?

- q) Where do you wish you had help with your kids?
  - r) What is your favorite memory as a kid?
  - s) What was your worst memory as a kid?
- 14) How to become a better listener
- a) Try listening only
  - b) Keep a listening journal
  - c) Challenge yourself to accomplish your goals, whatever they may be, through **listening**