

The



REATEST SKILL

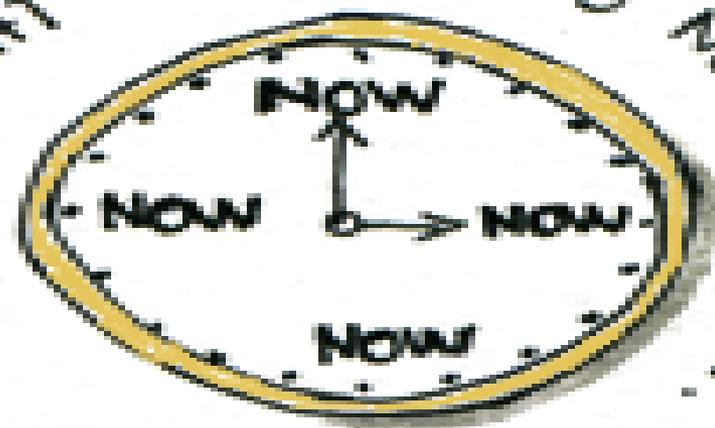
NEVER
TAUGHT





**Drop
the
bags**

BE RIGHT HERE AND NOWHERE ELSE



**BE IN THIS
MOMENT**



Greatest Skill Roadmap

Word of the Day (WODs)

Quotes of the Day (QODs)

Wake Ups & Warm Ups
(WuWus)

Fun Fascinating Facts (FFF)

Listening 10X

WOD

#1

CLAIR**SENTI****ENT**

WU WU

“Art reveals by what it conceals.”

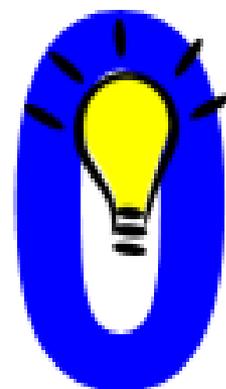


L

I

st

1



10 FASCINATING FACTS

- Foremost sense (every mammal has ears but not every mammal has eyes)
- First developed sense & First fully-formed sense
- Fear-based animating sense (rallies you to action)
- Fastest of five senses to brain
- Finesse-based sense
- First language skill
- Frequently (most) used communication skill
- Forgotten communication skill
- Foundational relationship skill
- Fundamental learning skill
- Final sense to leave

FAST FACTS ABOUT LISTENING





Fear #1

LOUD



F-E-A-R: has two meanings:

1. Forget Everything And Run

or

2. Face Everything And Rise



The Choice is Yours!

F-E-A-R: has two meanings:

1. Forget Everything And Run

OR

2. Face Everything And Rise

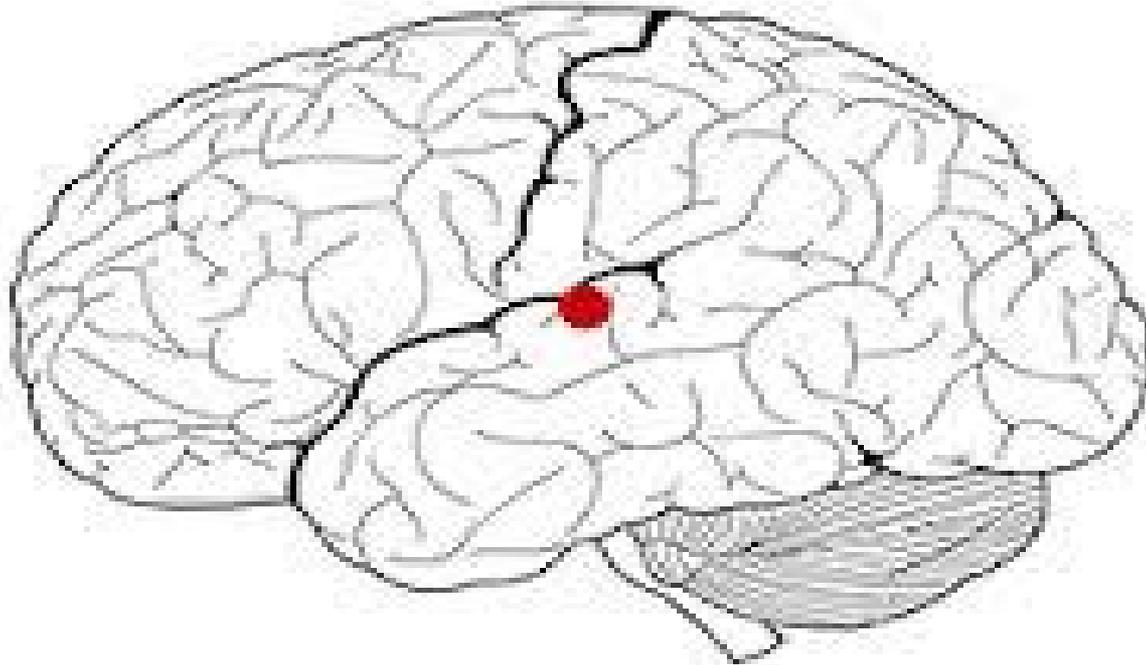


The Choice is Yours!

Fear #2

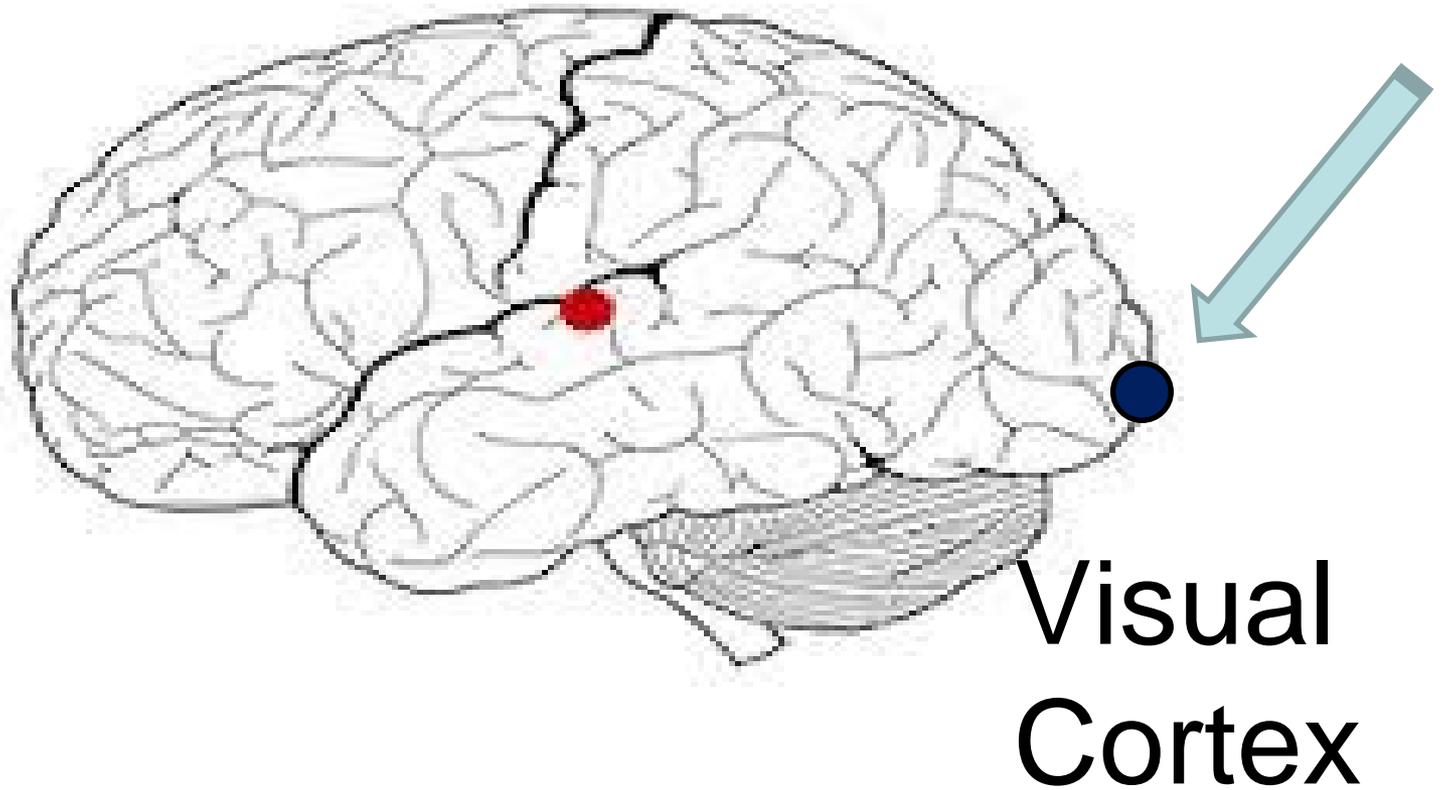


The fastest route to the brain

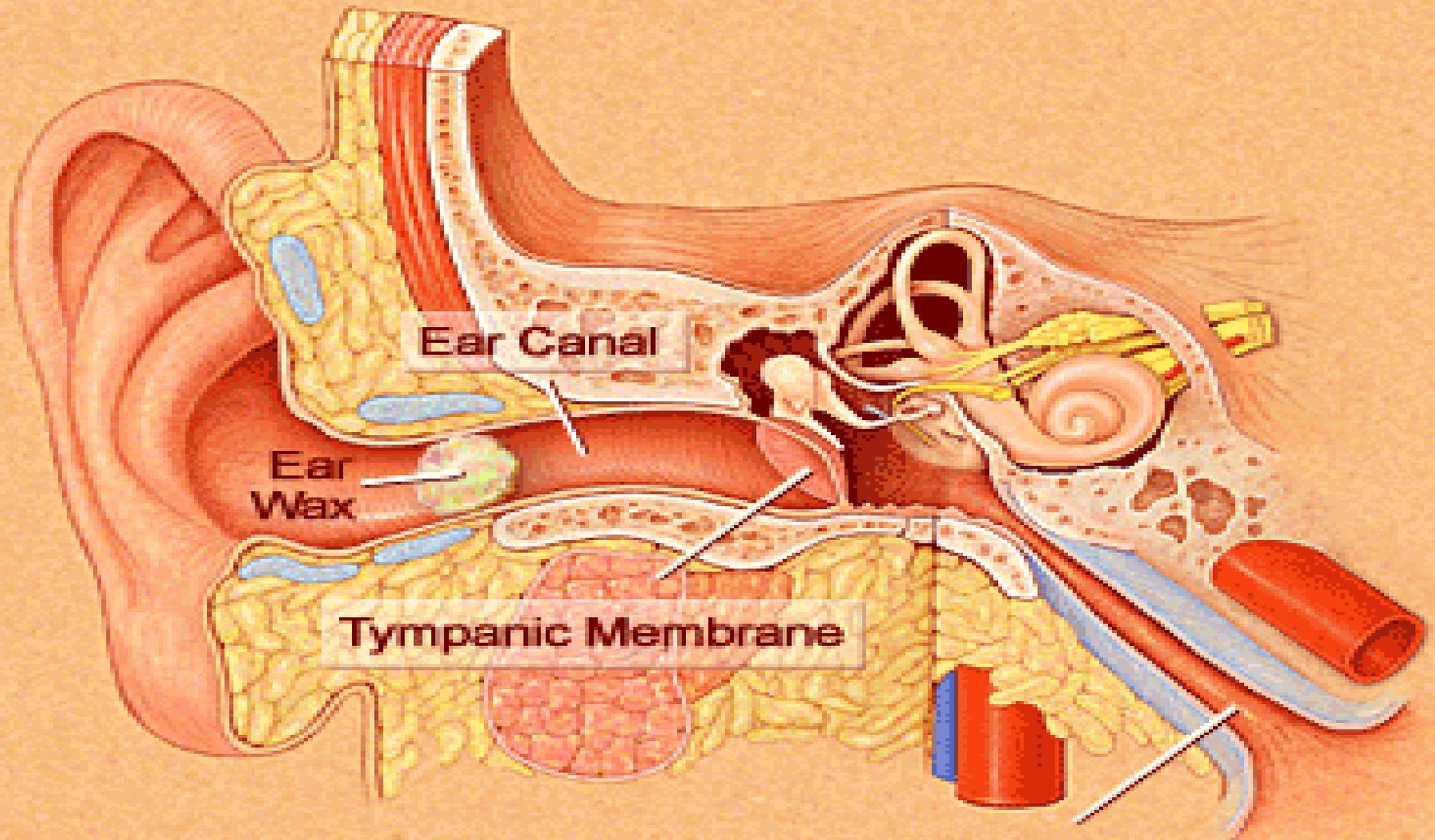


AUDITORY CORTEX

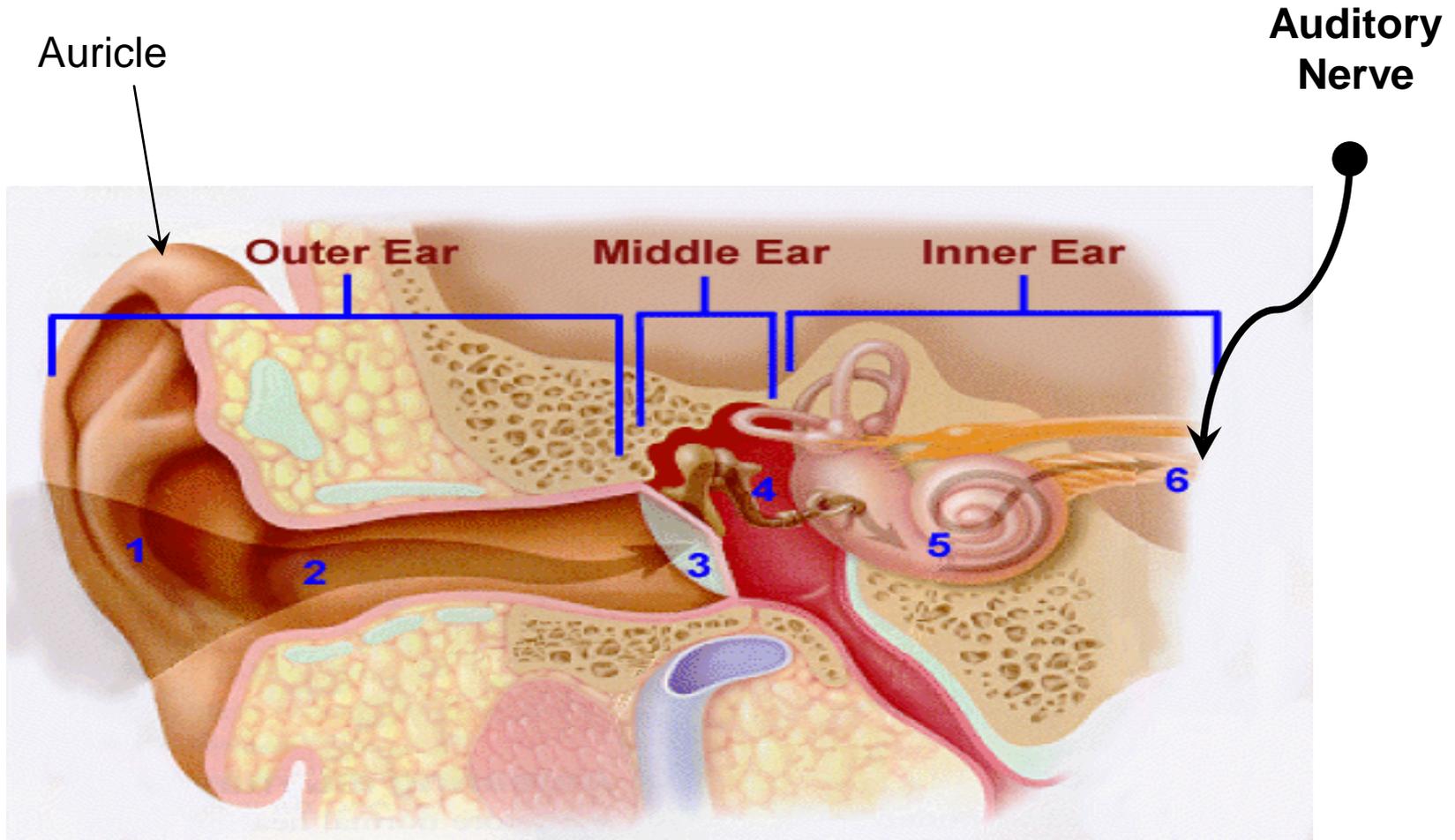
The fastest route to the brain



THE EAR



THE THREE (3) EARS

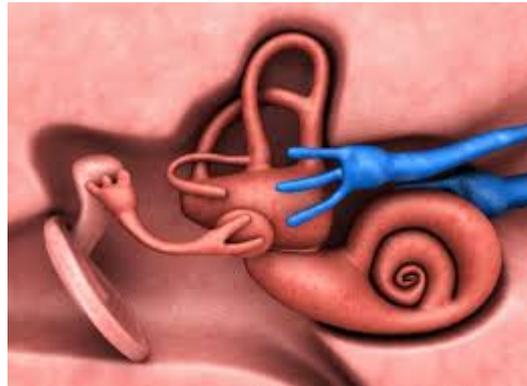


1. External Ear = funnels sound into ear
2. Ear Canal = concentrates sound passing to eardrum
3. Eardrum = where outer ear ends



Auricle \approx **Oracle**

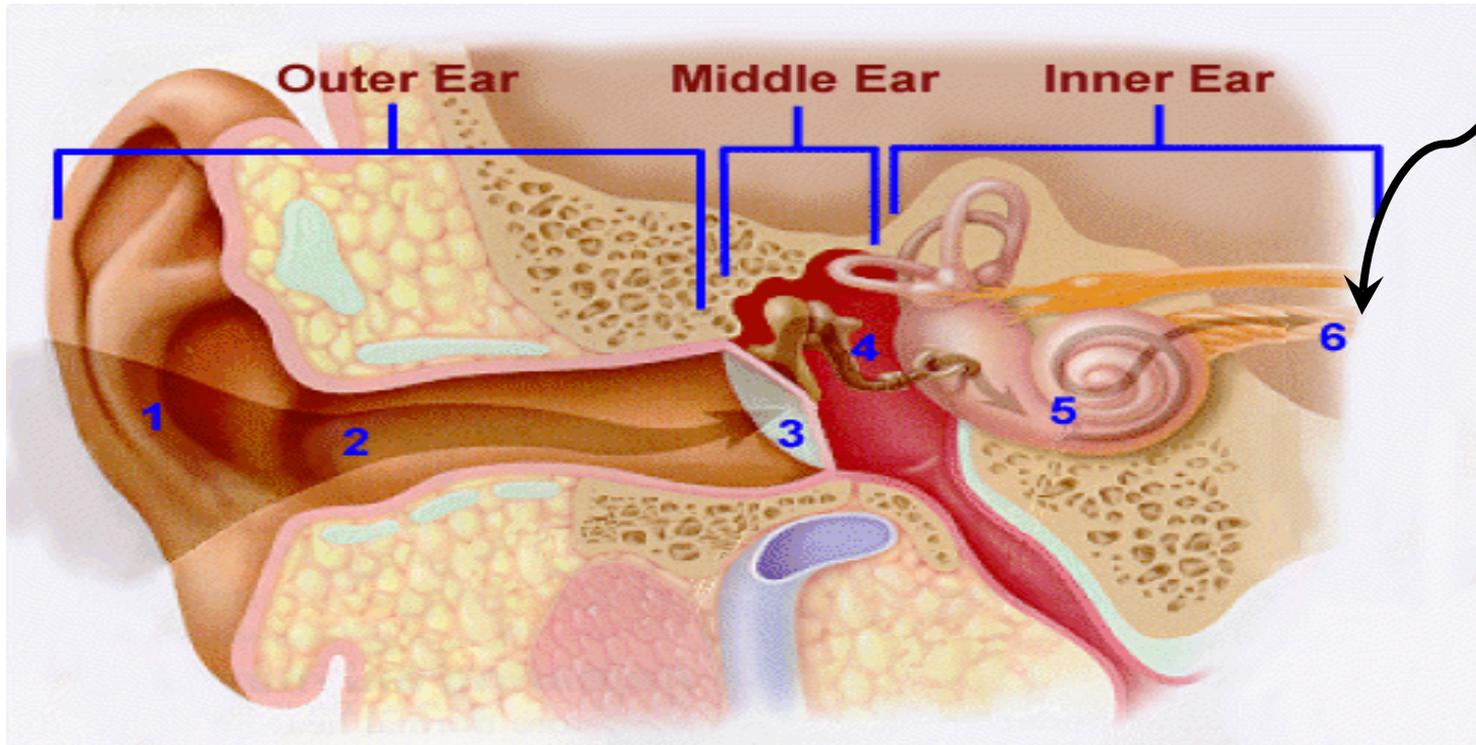
Most **sensitive**, **smallest**, **shortest**, **softest** bones in the body



Listening is the “hardest” soft skill to master.

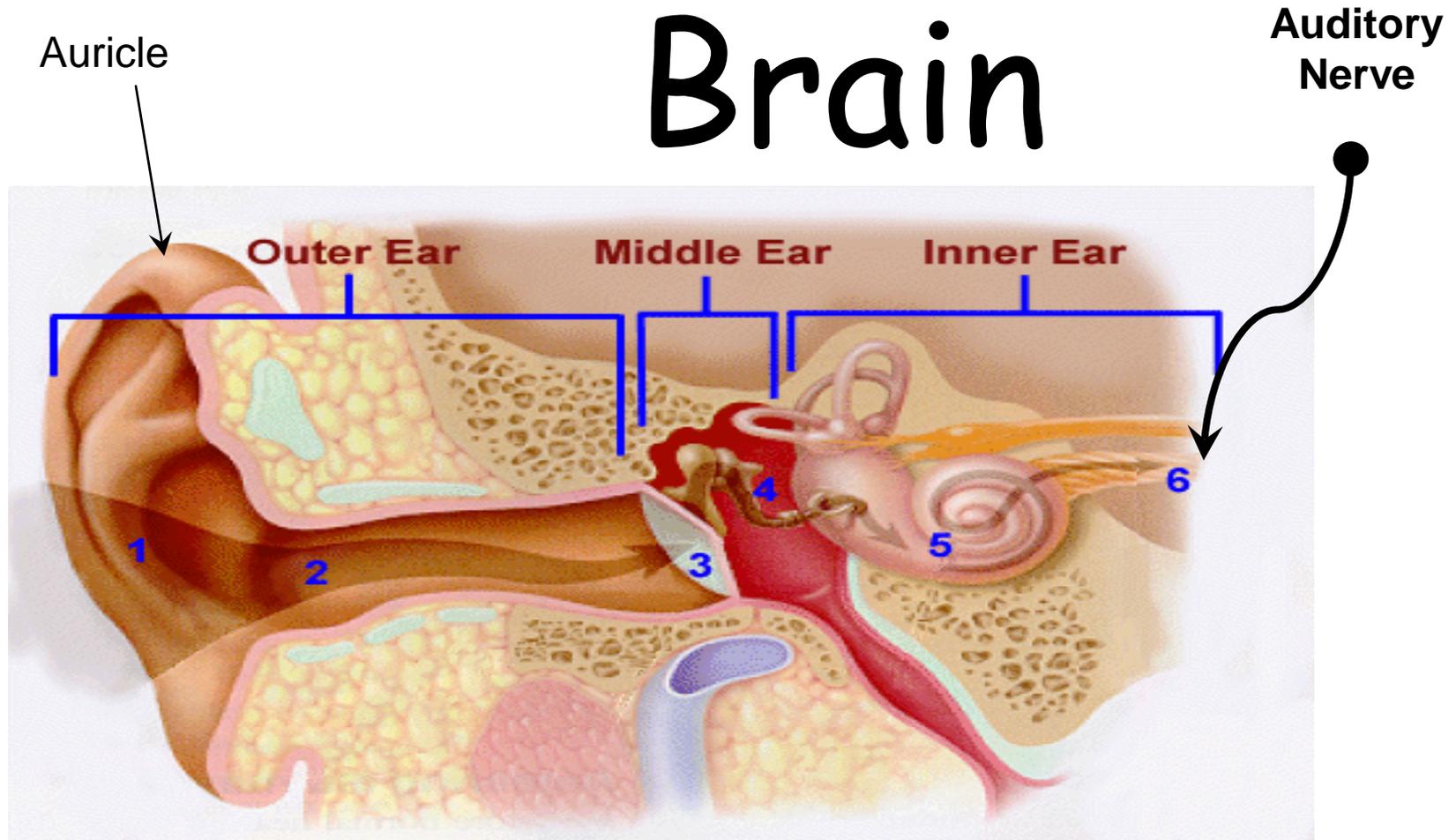
Inner Ear

Auditory
Nerve

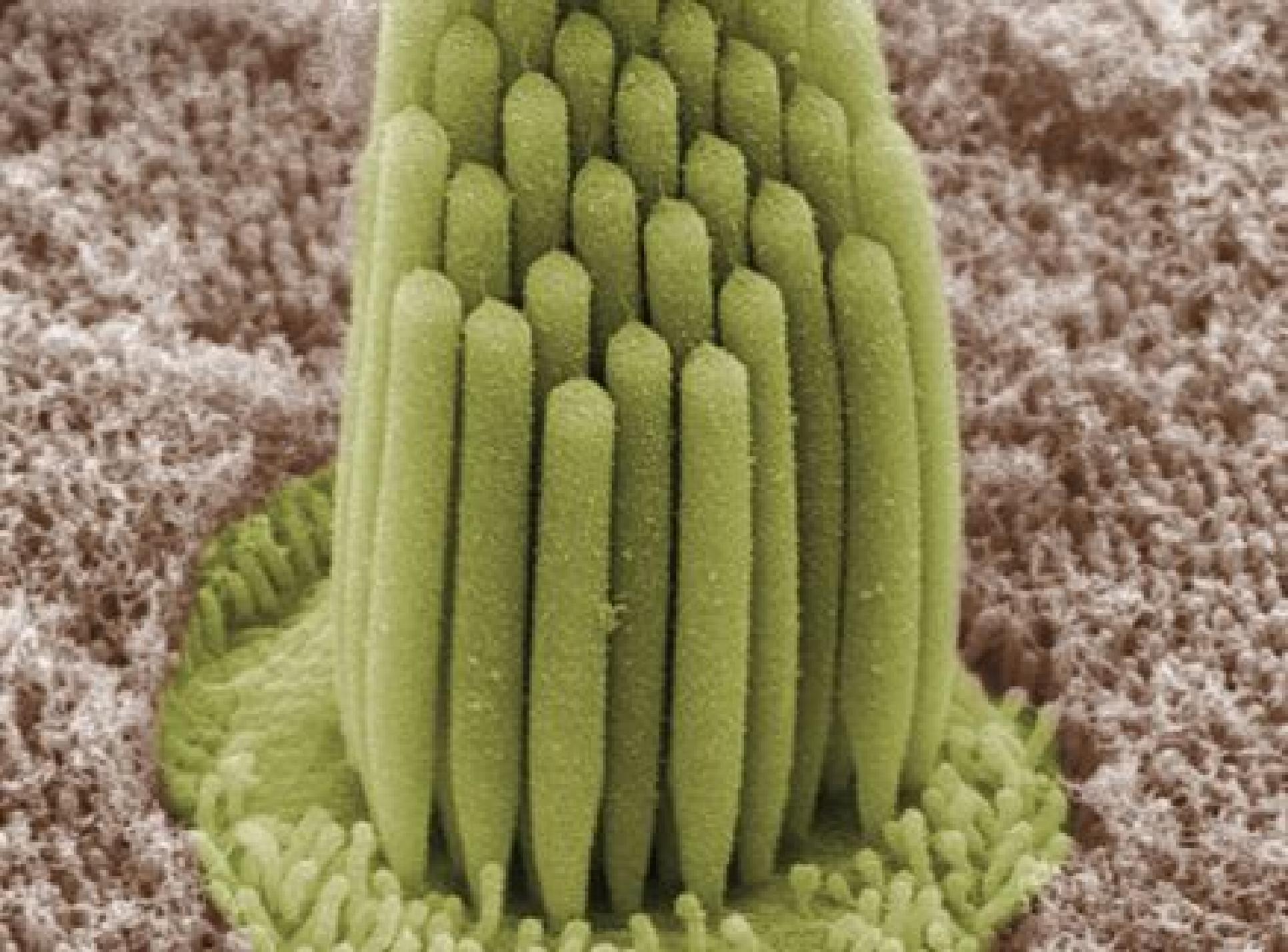


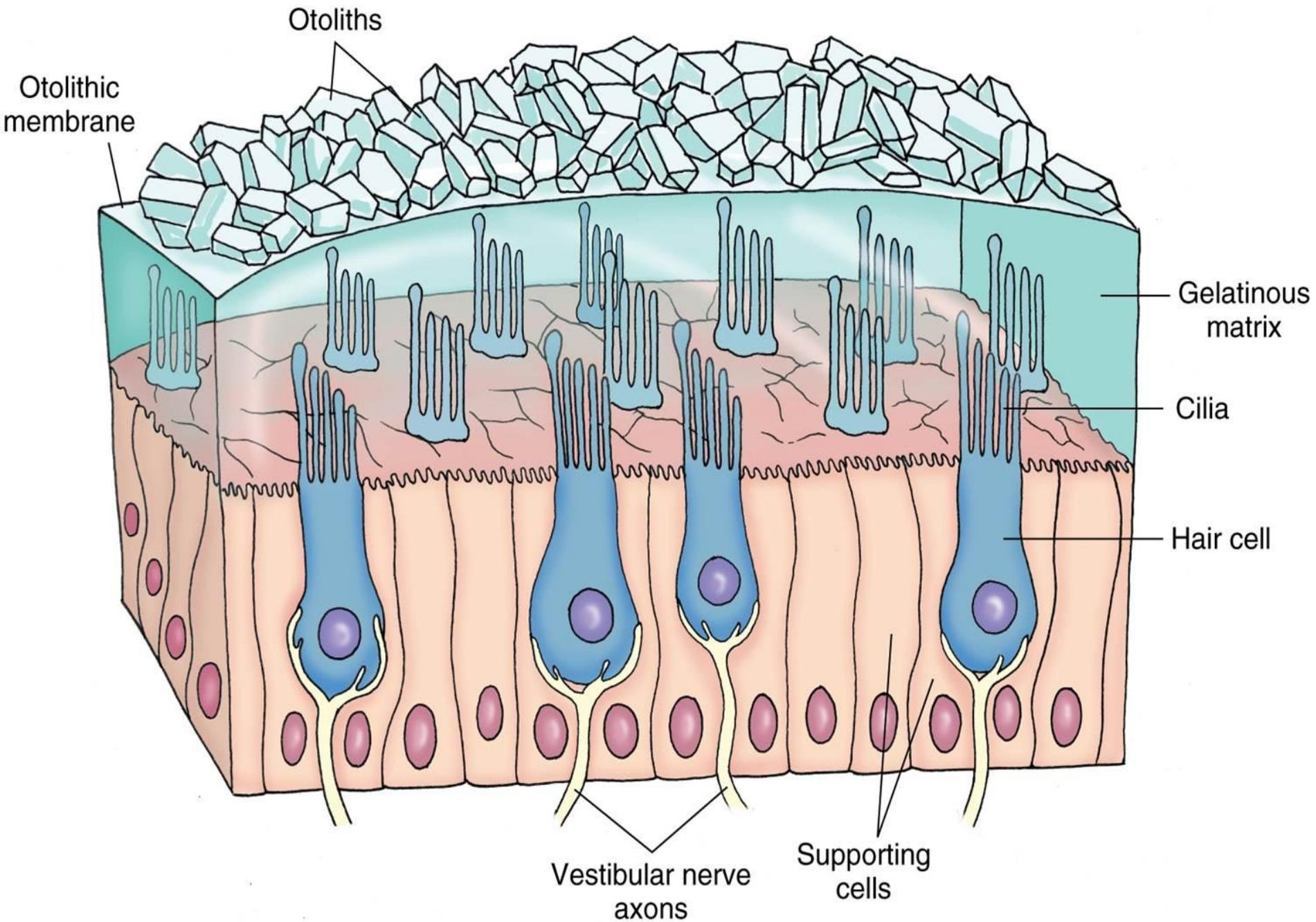
- 5. Cochlea = semi-circular fluid
- 6. Auditory Nerve

The fastest route to the brain

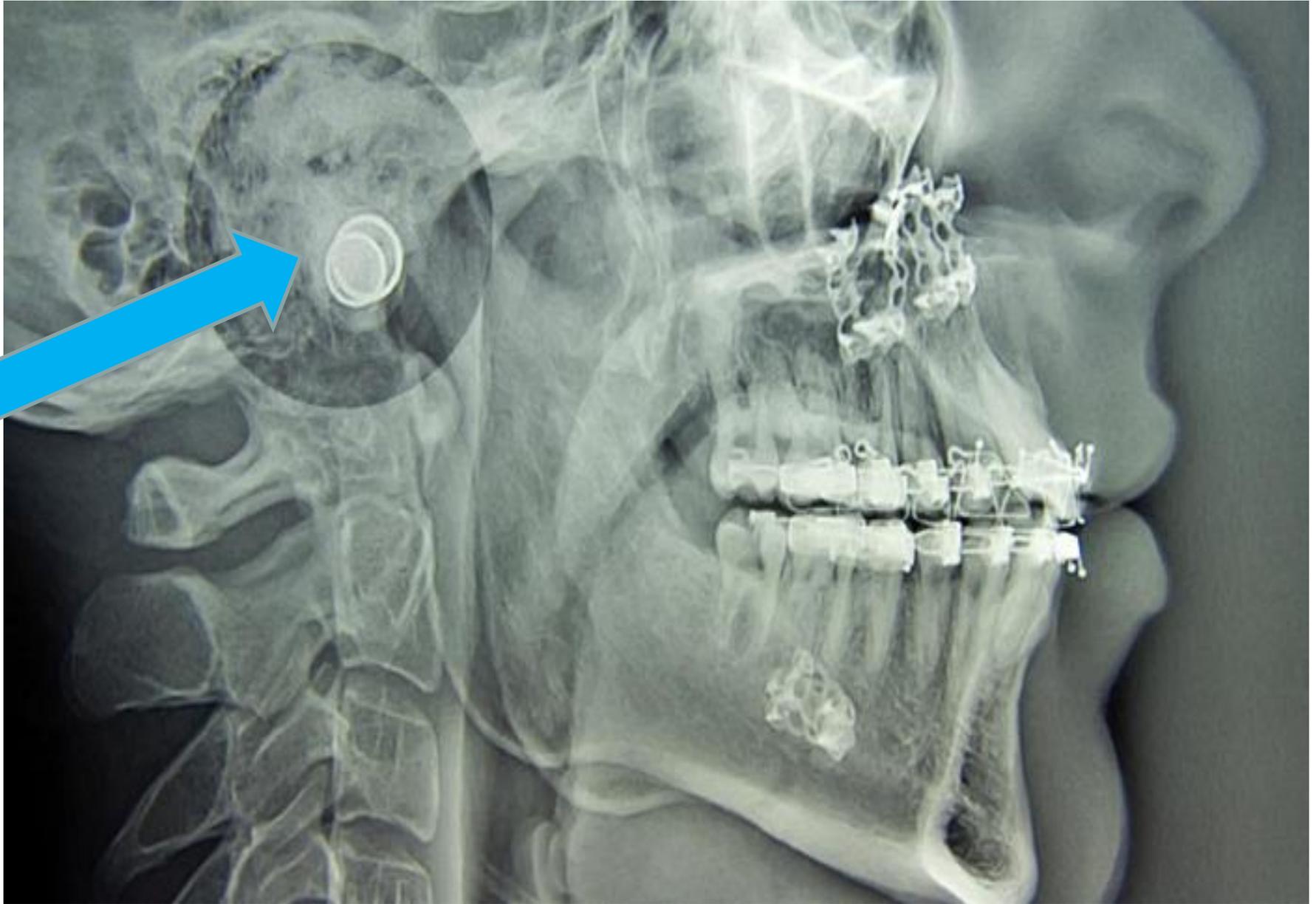


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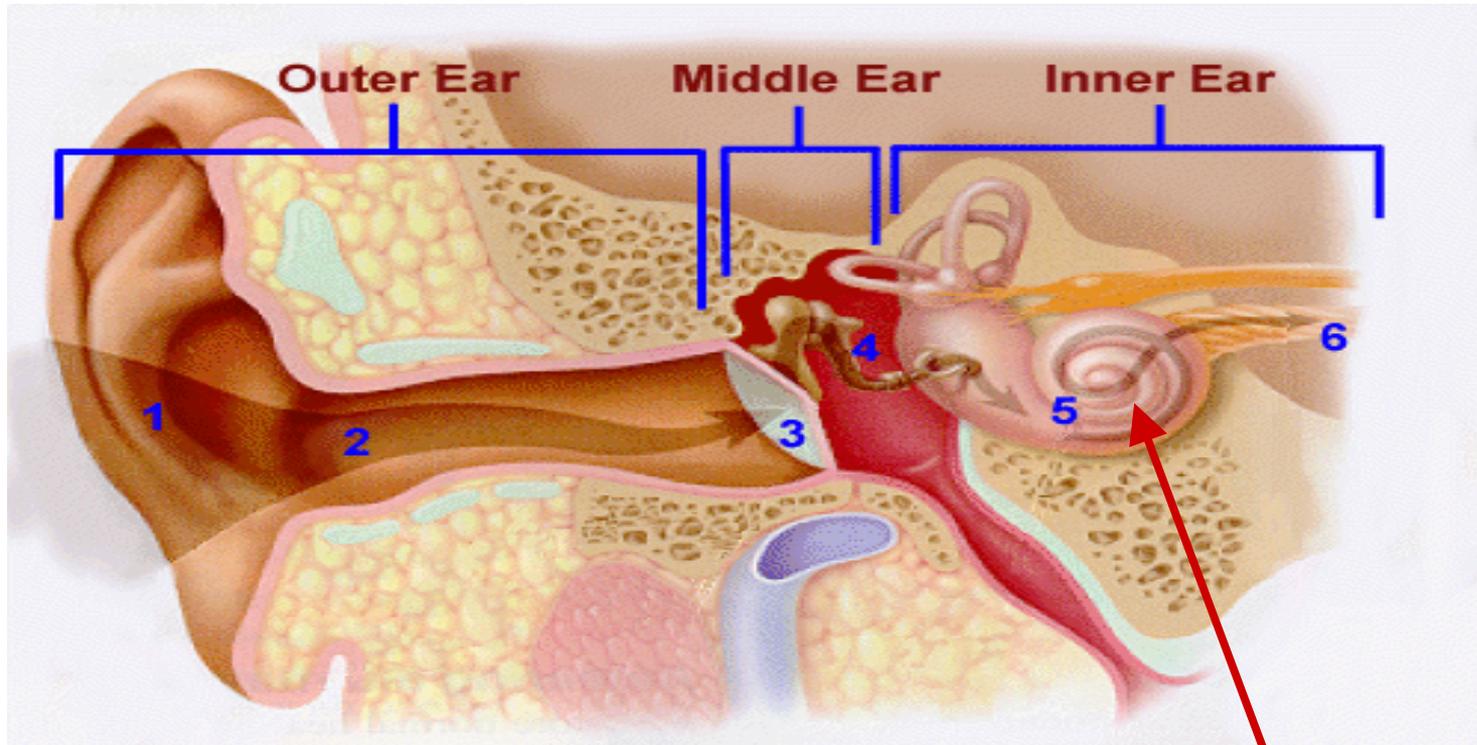


HARDEST, STRONGEST & TOUGHEST



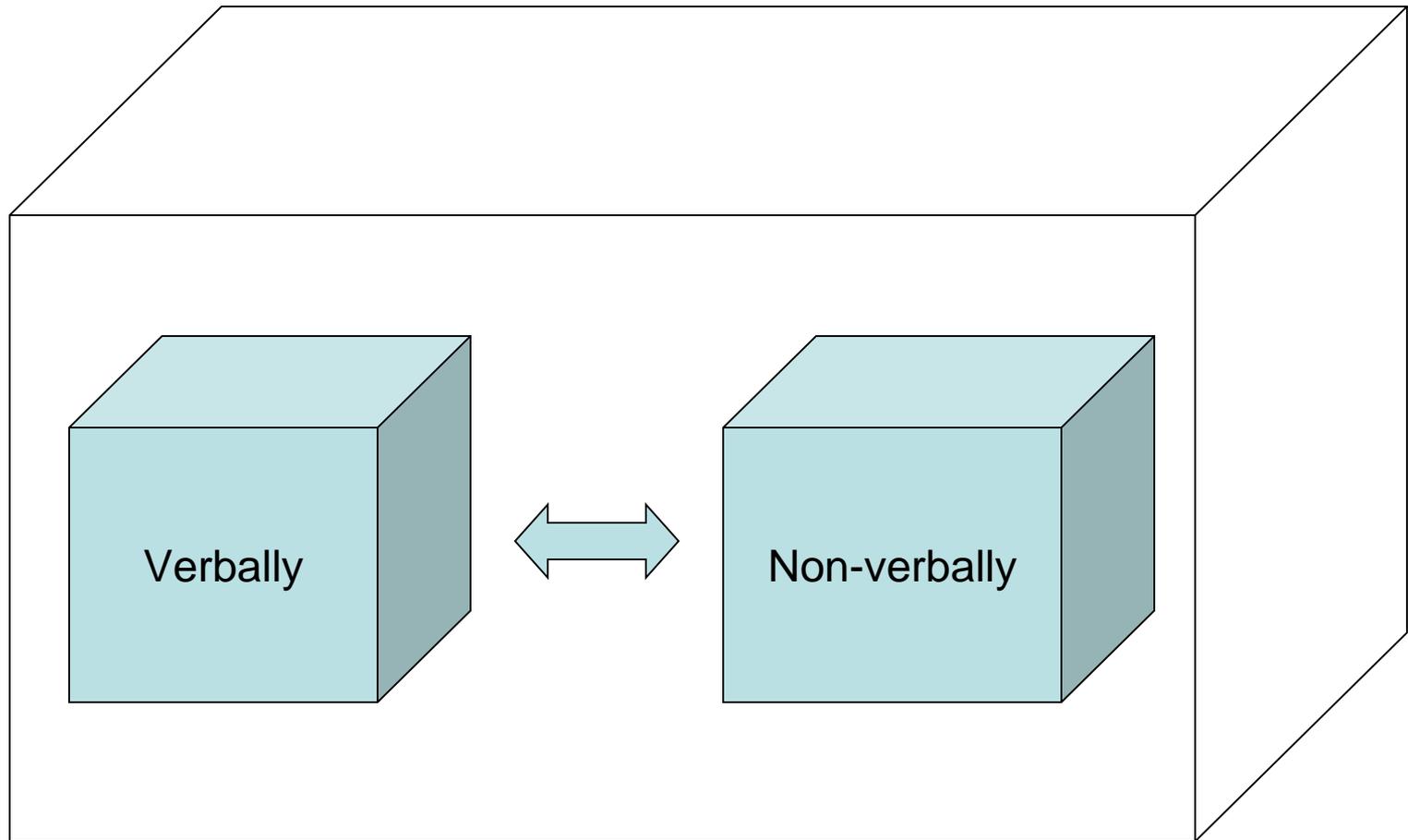


Balance Function

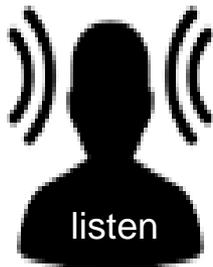
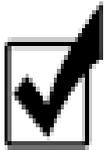


semi circular fluid

Two ways we communicate



4 VERBAL MODES OF COMMUNICATION



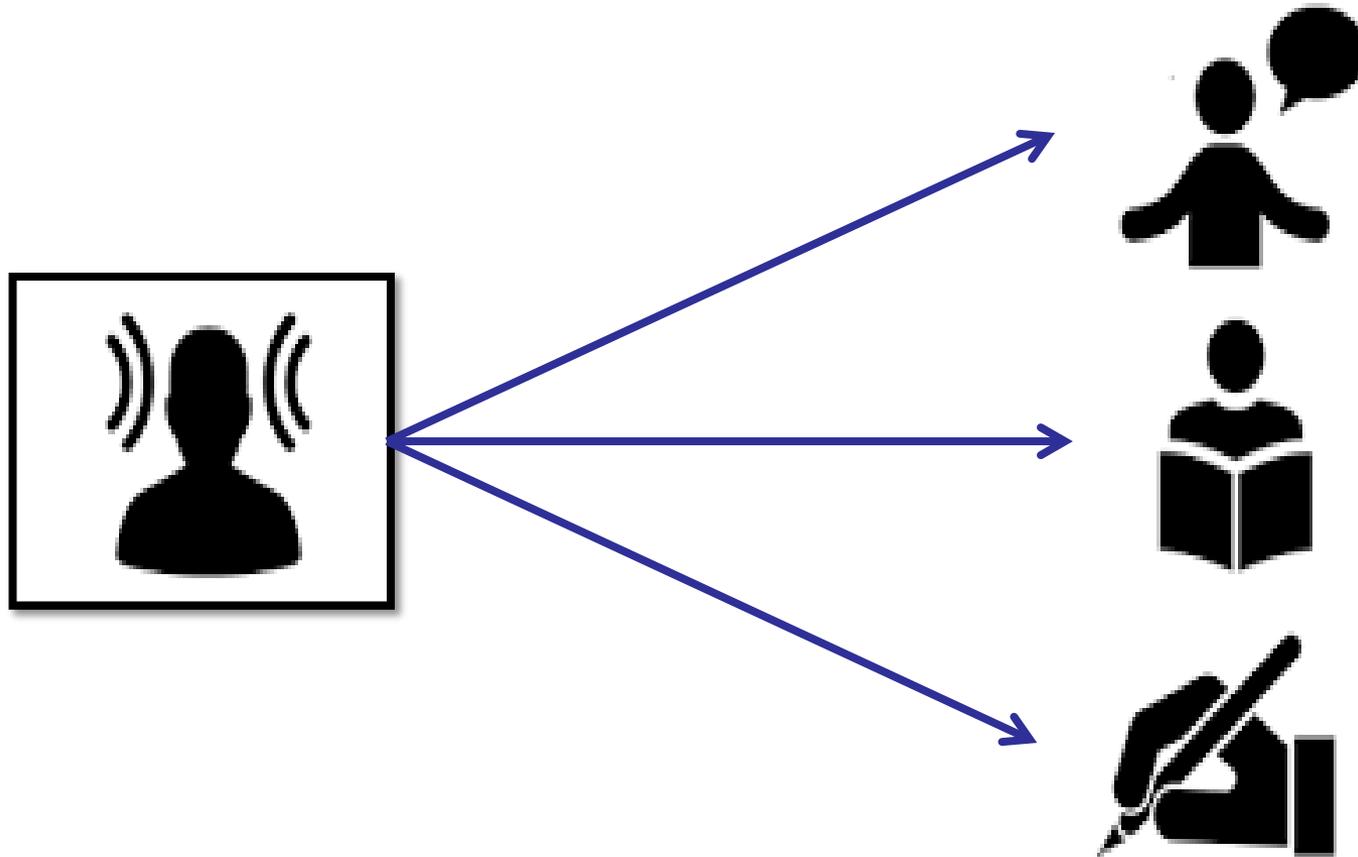
Receptive skills



Expressive skills



FOUNDATION OF VERBAL COMMUNICATION





LANGUAGE FOUNDATION

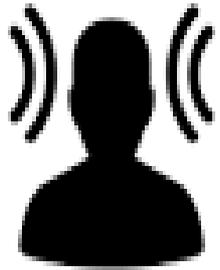
Psycholinguistics: it is
impossible to learn a
language without first
hearing that language and
from another human being.

BASIS OF LEARNING

80% of our knowledge is through listening.

--International Listening Association

FOUNDATION OF LEARNING



Listening



Speaking



Reading



Writing

COMMUNICATION = THINKING

Percentage of Time We Spend on Each Type of Communication

| <u>Mode of Communication</u> | <u>Formal Years of Training</u> | <u>Percentage of Time Used</u> |
|------------------------------|---------------------------------|--------------------------------|
| Writing | 12 years | 9% |
| Reading | 6-8 years | 16 % |
| Speaking | 1-2 years | 30% |
| Listening | 0-few hours | 45% |

The true lack of communication skill training.

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There's No Learning When Nobody's Listening



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MARK OF INTELLIGENCE



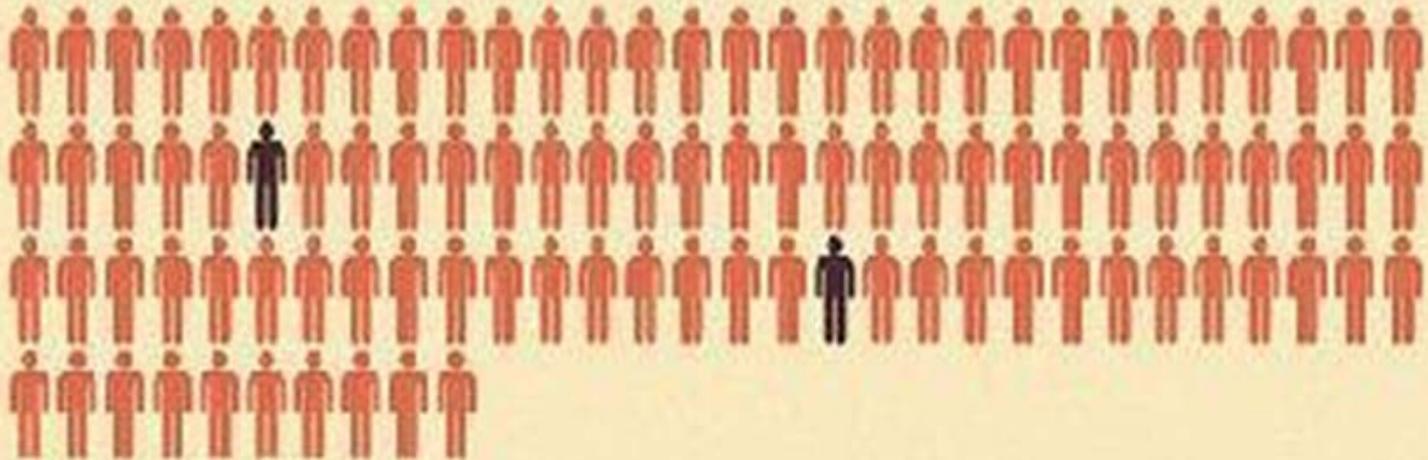
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The true lack of communication skill training.

2:100

LESS THAN 2% OF PEOPLE HAVE HAD ANY FORMAL EDUCATION ON HOW TO LISTEN.



Effective listening is the
GREATEST
SKILL

never taught

--Ron Meiss, author, *Effective Listening*

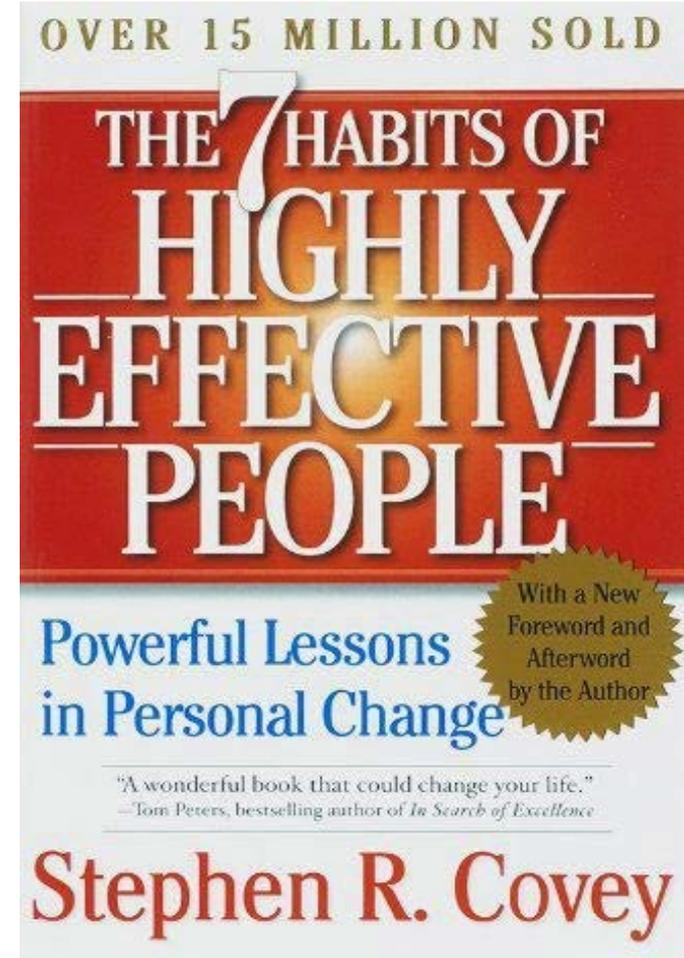
*The deepest craving of a
human soul is to be*

UNDERSTOOD

Professor William James
Harvard University

Habit #5

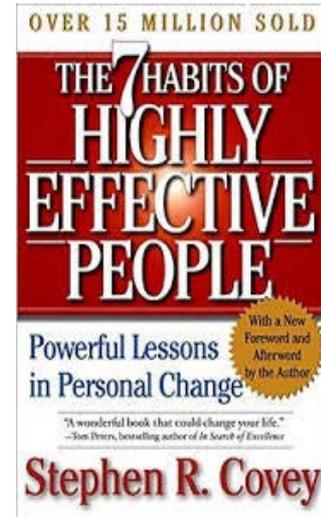
**SEEK FIRST TO
UNDERSTAND, THEN
TO BE UNDERSTOOD**



Communication is the most important skill in life. We spend years learning how to **read**; years learning how to **write**, and years learning how to **speak**. *But what about listening?*

[How many years have we spent learning how to listen] What training do we get that enables us to listen so we [can] really, deeply, [fully] **understand** another human being?

--Stephen Covey



Effective listening is the
GREATEST
SKILL

never taught

--Ron Meiss, author, *Effective Listening*

**URGENT
NEED**

WHY IS LISTENING SO HARD?



Communication Process

Message

Expectation of
Understanding,
being understood,
heard

Anticipation of
Satisfaction of
Expectation

S

Sender

R

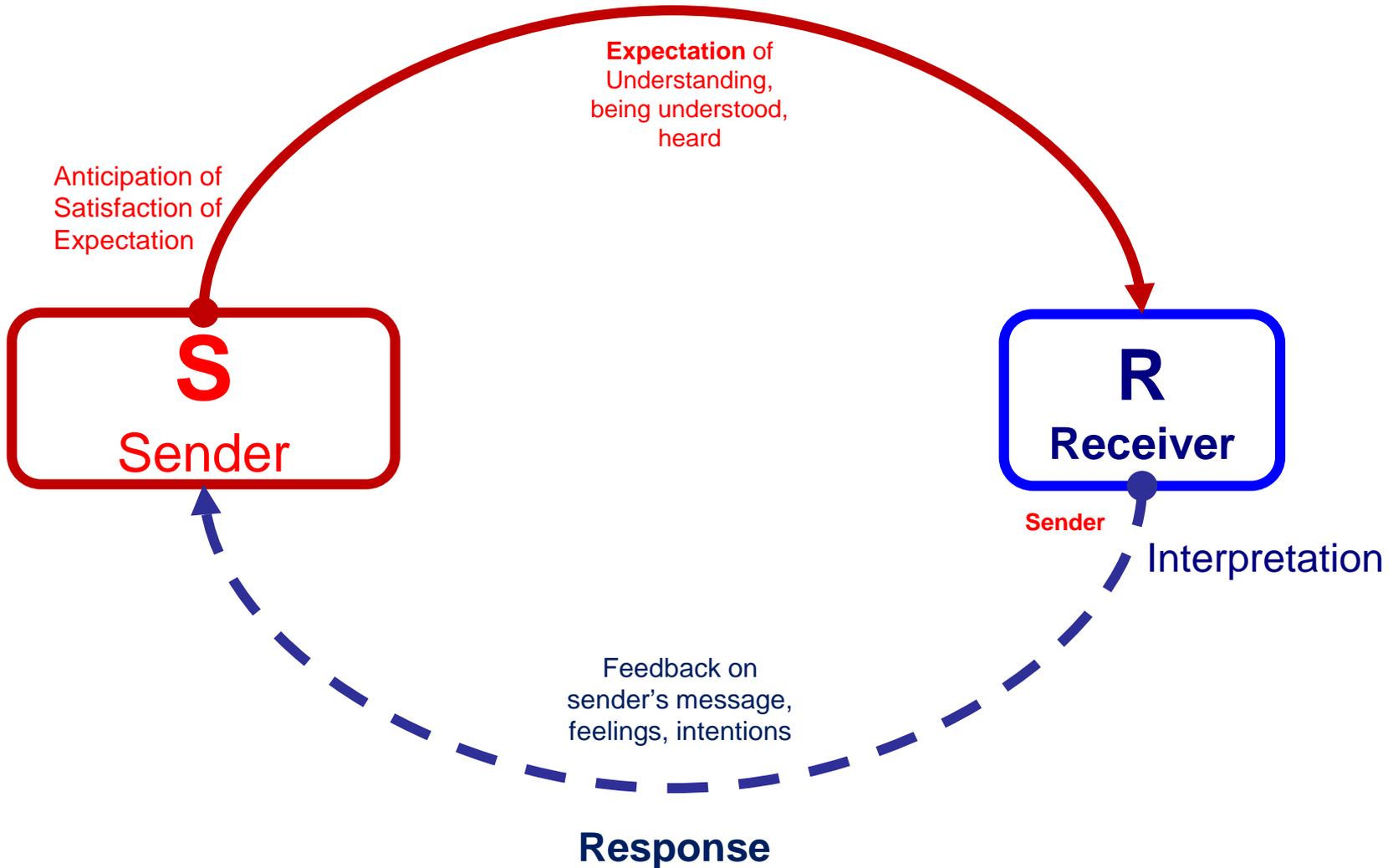
Receiver

Sender

Interpretation

Feedback on
sender's message,
feelings, intentions

Response

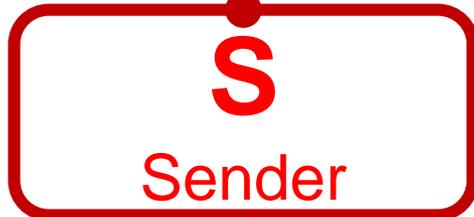


Communication Process

Message

Expectation of
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Satisfaction of
Expectation



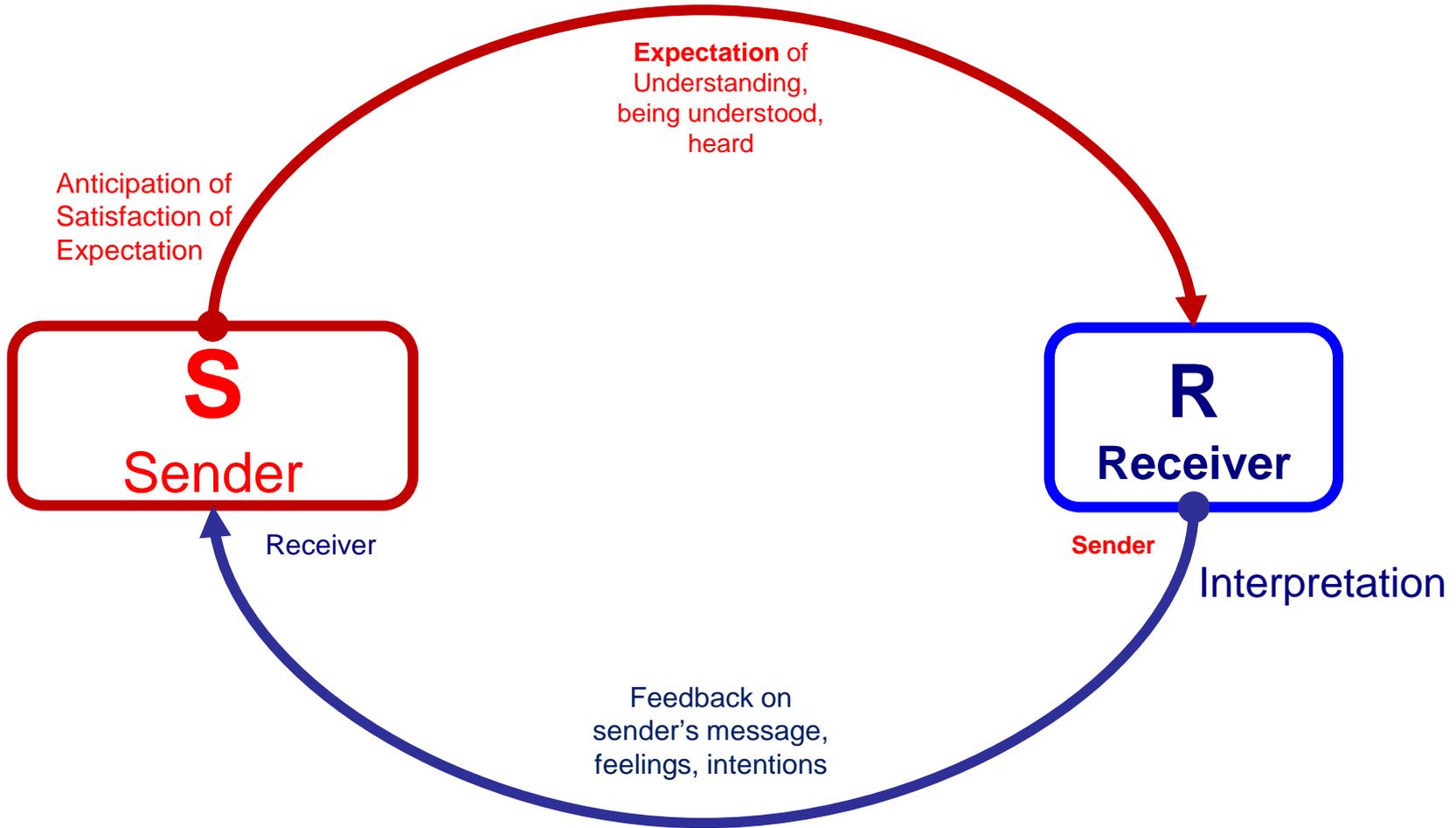
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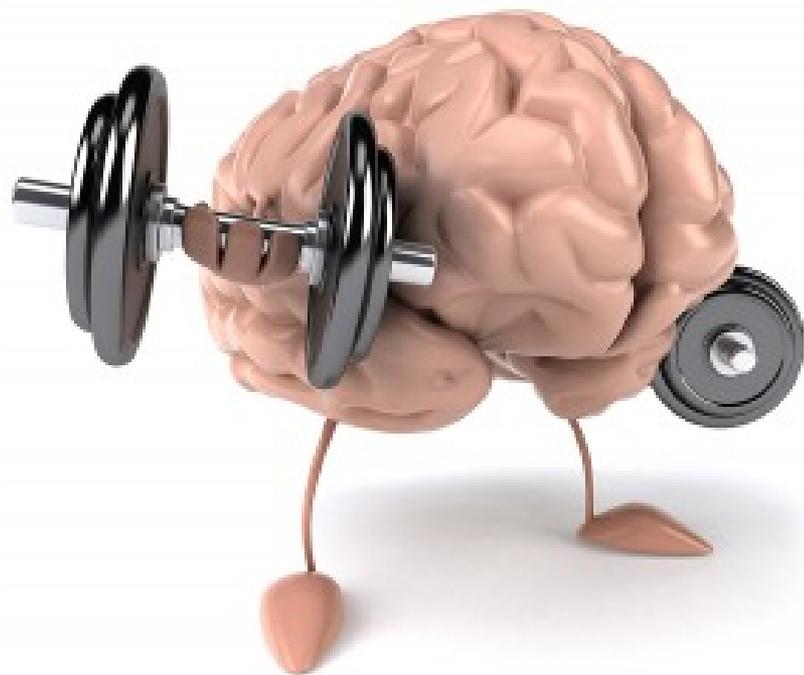
Response



**"Nobody
ever listens
to me."**

-Yellow Traffic Light





Why do so few listen?

- Listening stigmas
- Listening is valued in kids when young but not when old (everything gets flipped, everything gets turned around, everything gets put upside down).
- Listening is misunderstood
- Listening is often taken for granted.
- Listening is often confused with hearing.
- Listening is viewed as sign of weakness. Yet, listening takes hard-work, practice, and patience.
- Social norms tend to reward expressive skills more than receptive skills.
- Social norms penalize receptive efforts

Anti-Listening Culture

- Traditional Two-Part Listening Training:
 - 1. Shut up and
 - 2. Listen
- Come in and shut up.
- Listen to me!!
- Are you listening to me?!
- Now, you, listen to me!
- “Children are to be seen and not heard.”



HOW TO LISTEN BETTER . . .



Julian Treasure:

5 ways to listen better

TEDGlobal 2011 · 7:50 · Filmed Jul 2011

47 subtitle languages

View interactive transcript



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HOW TO SPEAK BETTER . . .

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Julian Treasure:

How to speak so that people want to listen

TEDGlobal 2013 · 9:58 · Filmed Feb 2013

42 subtitle languages

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Have you ever felt like you're talking, but nobody is listening? Here's Julian

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MISS
MYTHS
MISCUE
MISSTEPS
MISTAKES
MISNOMERS
MISJUDGMENTS
MISTREATMENTS
MISUTILIZATIONS
MISAPPLICATIONS
MISTRANSLATIONS
MISCALCULATIONS
MISAPPREHENSIONS
MISCONSTRUCTIONS
MISINTERPRETATIONS
MISUNDERSTANDINGS
MISCONCEPTULIZATIONS

Myth #1:

Words have
Meaning

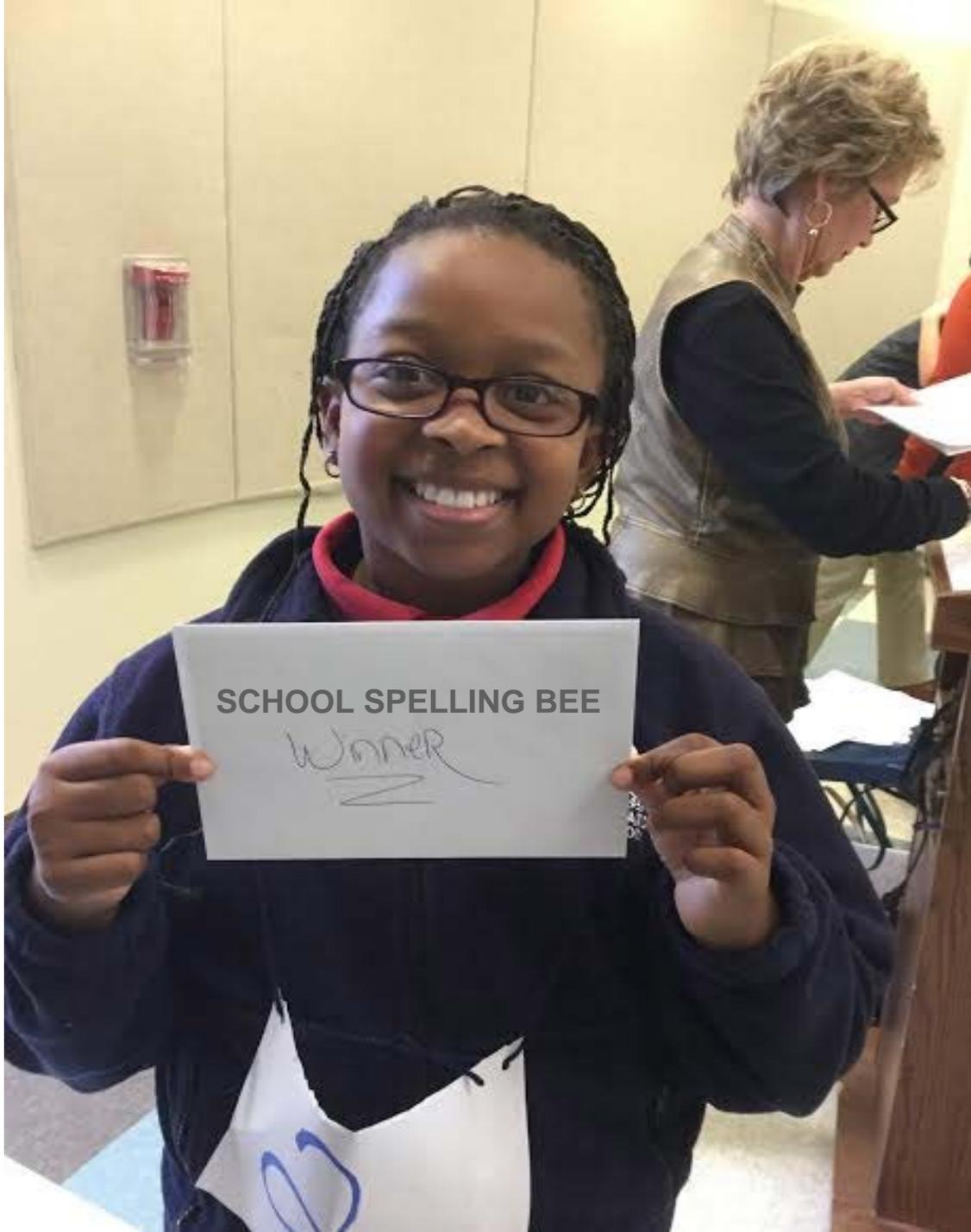


NOT EVERYONE CAN READ THIS

fi yuo cna raed tihs, yuo hvae a sgtrane mnid too. I cdnuolt blveiee taht I cluod aulacly uesdnatnrd waht I was rdanieg. The phaonmneal pweor of the hmuan mnid, aoccdrnig to a rscheearch at Cmabrigde Uinervtisy, it dseno't mtaetr in waht oerdr the ltteres in a wrod are, the olny iproamtnt tihng is taht the frsit and lsat ltteer be in the rghit pclae. The rset can be a taotl mses and you can sitll raed it whotuit a pboerlm. Tihs is bcuseae the huamn mnid deos not raed ervey lteter by istlef, but the wrod as a wlohe. Azanmig huh? Yaeh and I awlyas tghuhot slpeling was ipmorantt! If you can raed tihs **SHARE IT**

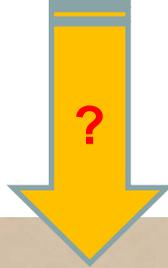
Cna yuo raed tihs?
Olny 55 plepoe out of 100 can.





SCHOOL SPELLING BEE

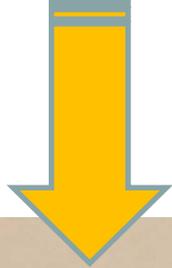
Winner



“Speak”
no evil
monkey

Hear
no evil
monkey

See
no evil
monkey

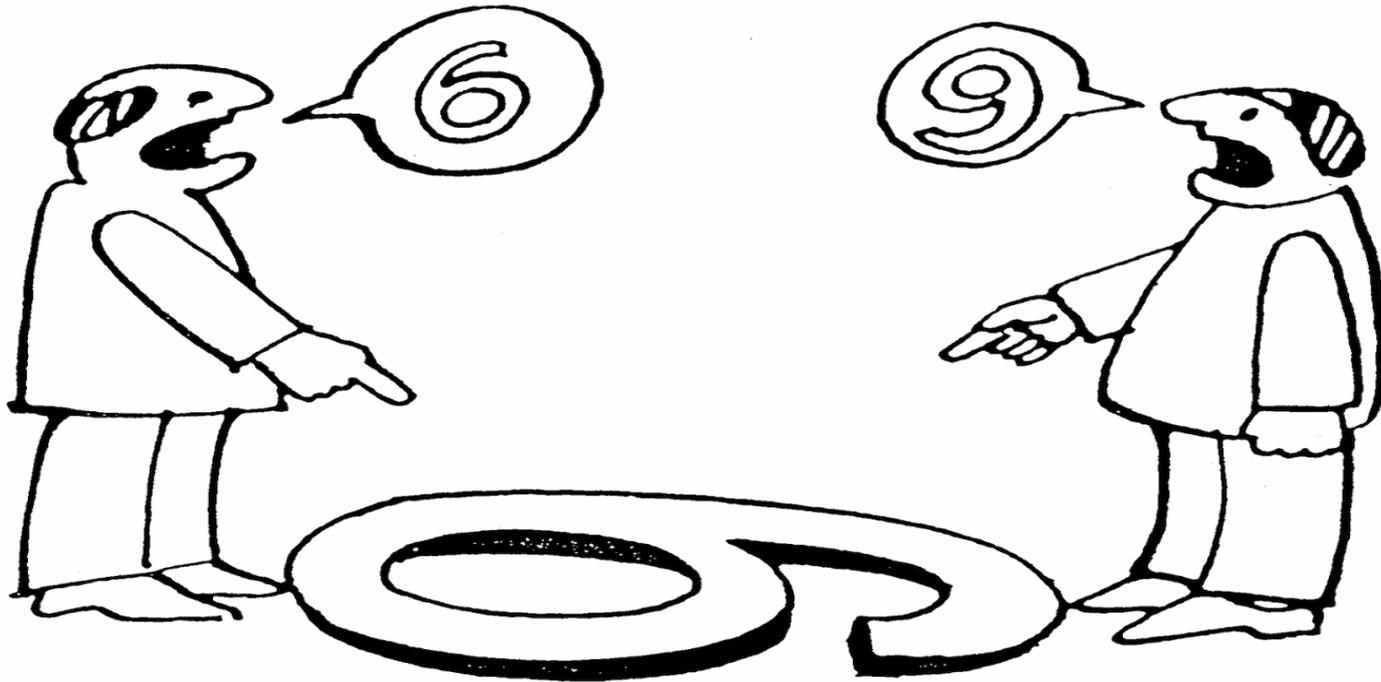


**BAD
BREATH
MONKEY**

Hear no evil

See no evil

People have meaning and
**PERSPECTIVE
MATTERS**



Myth #2:

Hearing = Listening

Hearing

- Automatic Reflex
- Physical limitations
- Involuntary control
- Little Selectivity
- Physical/Physiological
- Passive
- Requires little energy
- Takes ears

Listening

- Responsive choice
- No apparent limitation
- Voluntary Control
- High Selectivity
- Mental and Emotional
- Active
- High energy
- Takes total being = **TING**

Myth #3:

Listening is
weakness.

QOD

When I listen,
I have the power.

When I speak,
I give it all away.

--Voltaire.

Myth #4:

Listening is
passive.

Courage is knowing
when to stand up
and speak.

Courage is also
knowing when to
sit down and **listen**.

--Winston Churchill



耳聾

WOD

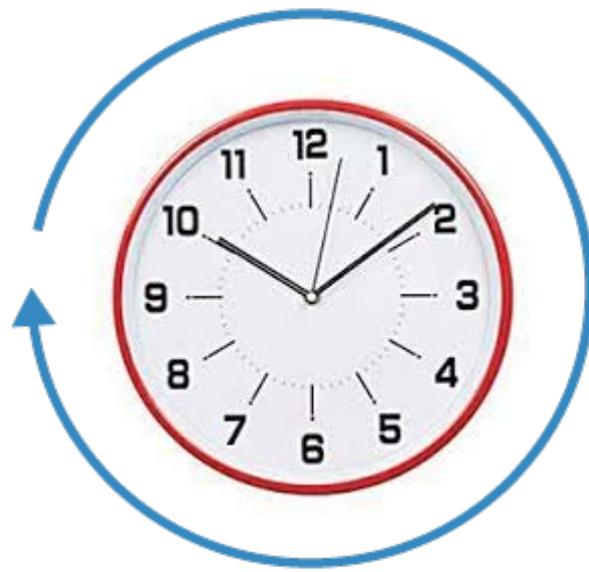
#2

DEASIL



D **E** **A** **S** **I** **L**

E



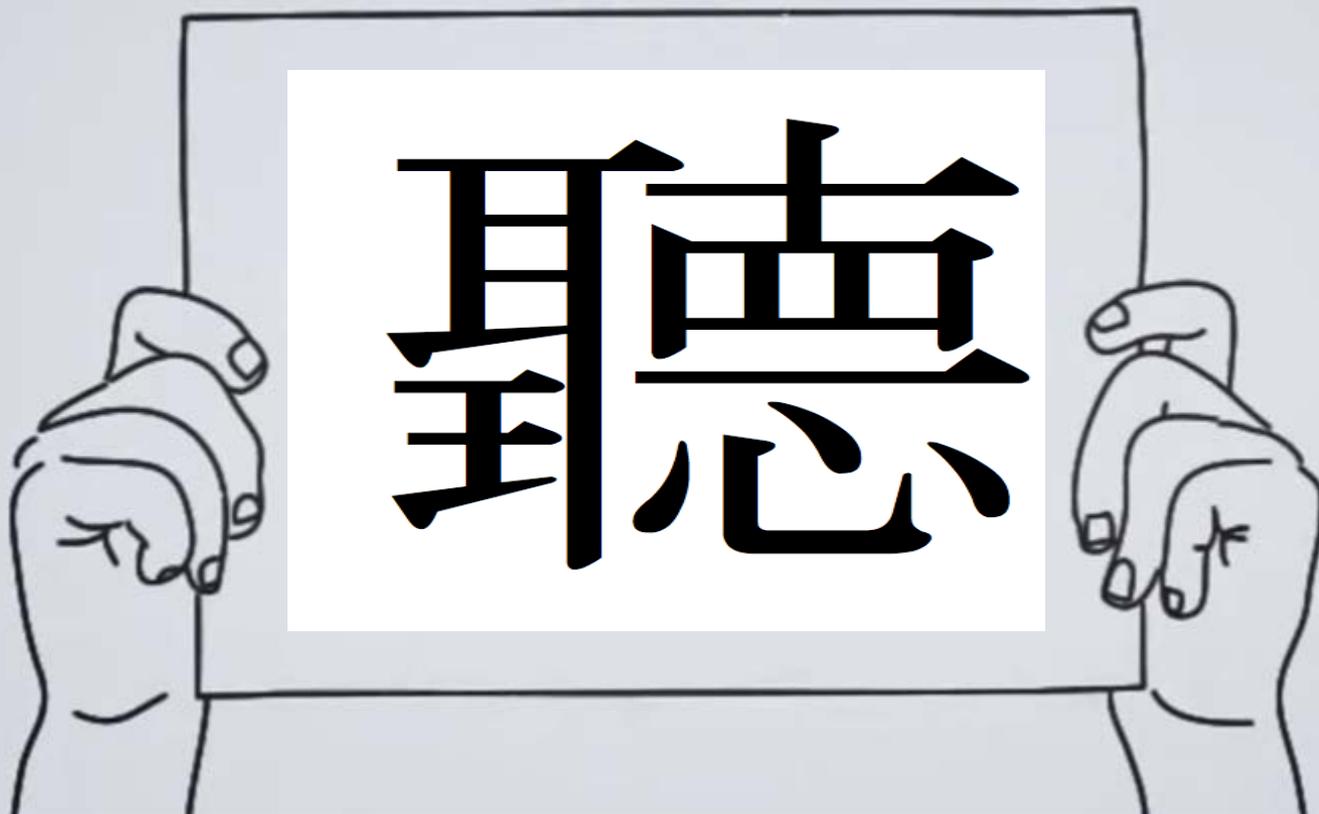
D**E****A****S****I****L**

E

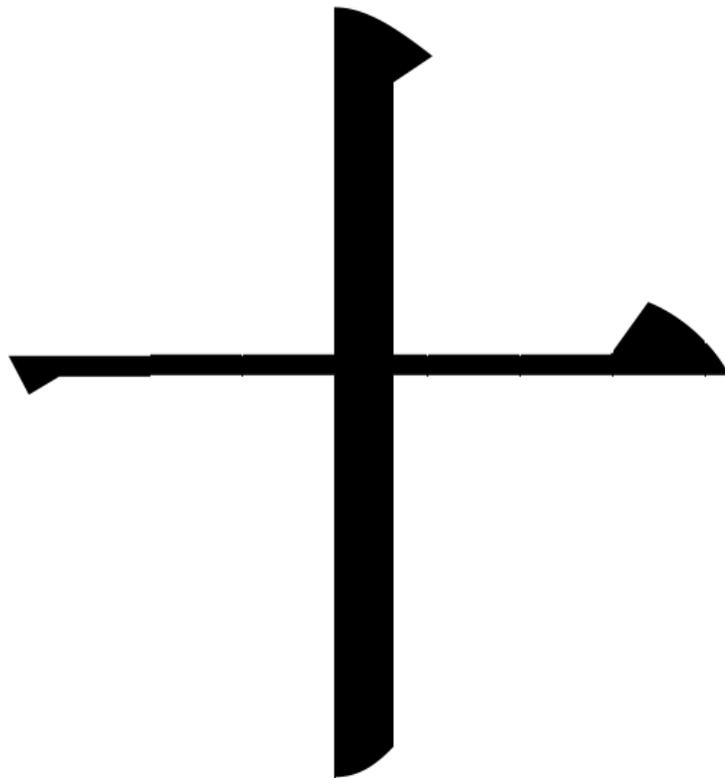
聖心



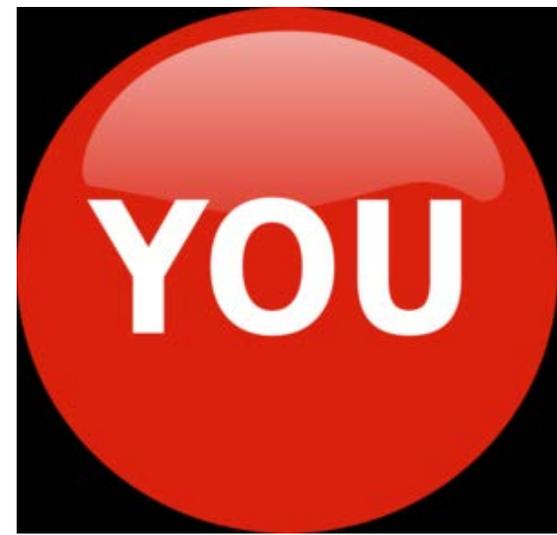
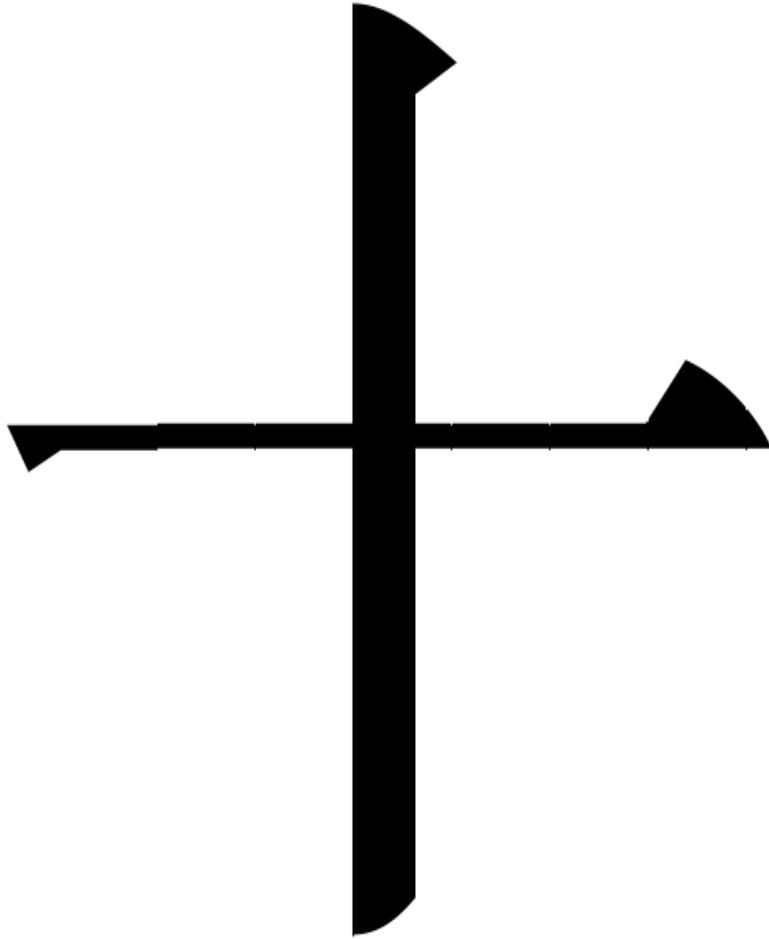
聽



shi = you



shi





TING

Chinese mandarin word for LISTEN

6 CHARACTERS

You = Maximum = 10

EAR
Use your ears,
listen carefully

10 EYES
Listen with your
eyes too. Watch
for verbal clues.

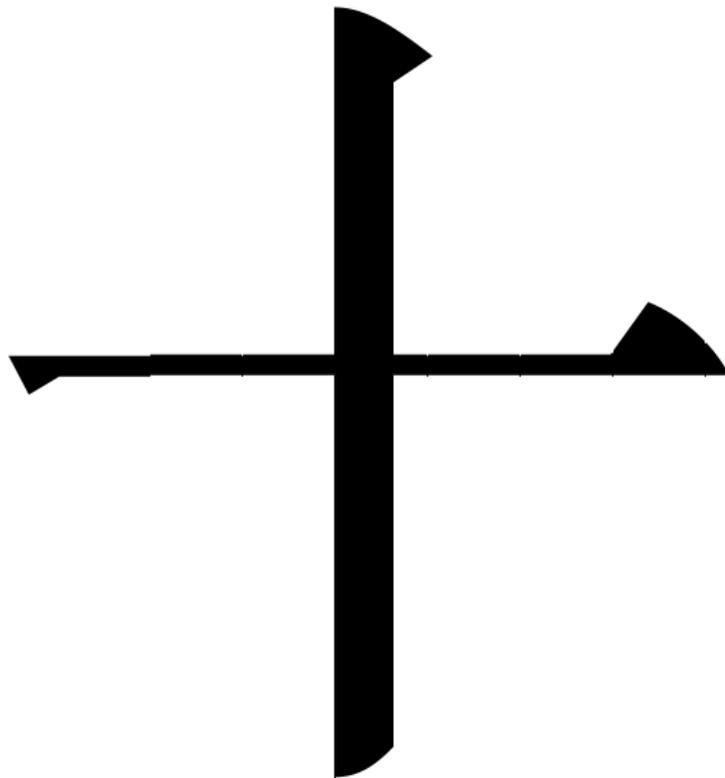
ONE
Listen with
undivided
attention

KING
Listen like the
person is a king/
queen

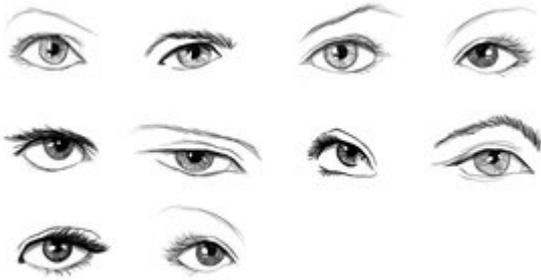
HEART
Use your heart
when you listen. Be
aware of emotions



shi = you



MU =



L I S

L I S
T E N

L I S
T E N

10

Xin = Heart
(intention)



**#1. Have a BIG
Boolean heart?**

#1. Mammal with biggest heart?





About The Show

Talk Radio That Listens

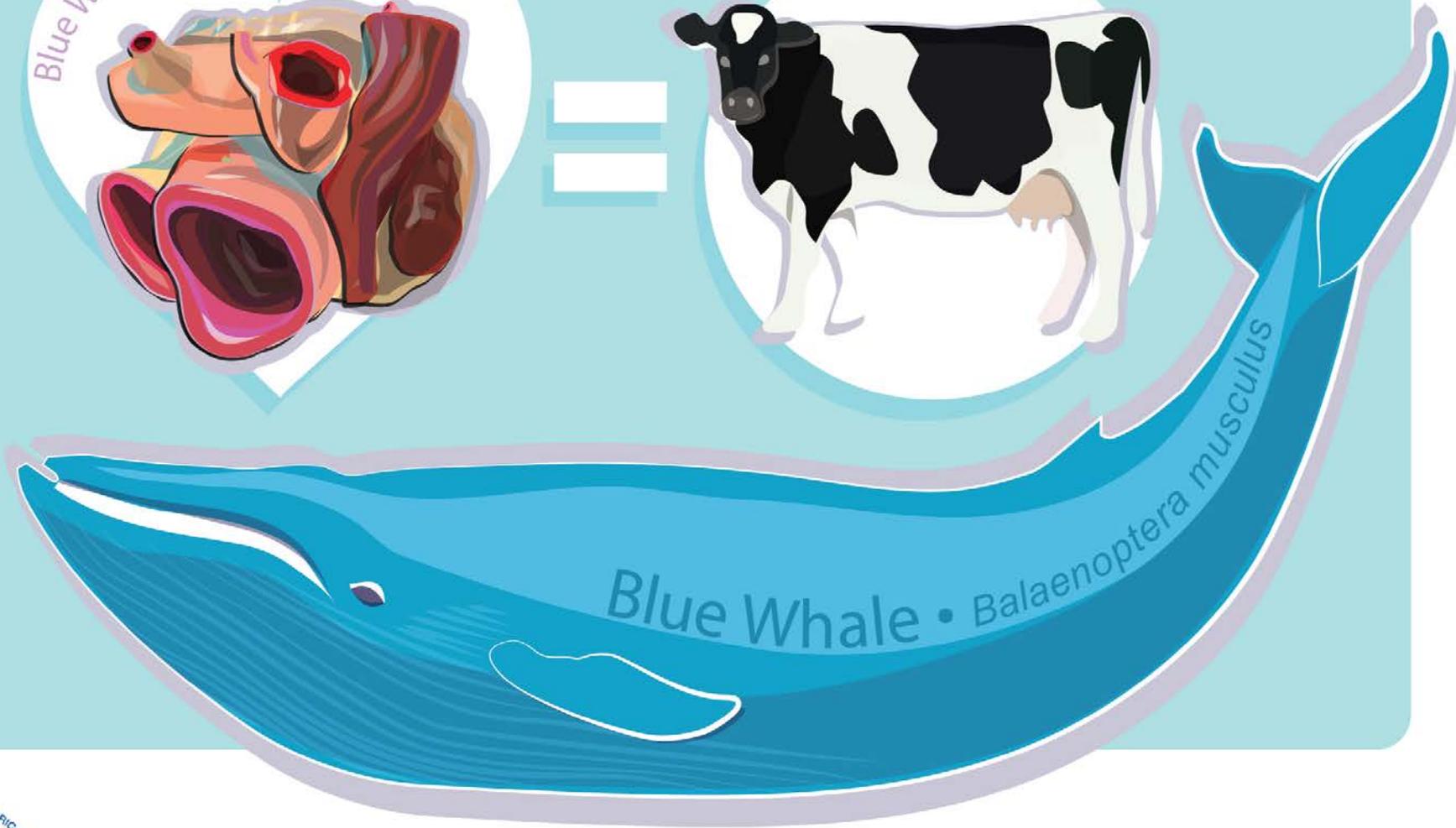
+ DAVE'S HIRING!

Dave started on one station in Nashville back in 1992 sharing practical answers for life's tough money questions. Word spread caller after caller, and so did the show. *The Dave Ramsey Show* is now on more than 575 stations from coast to coast and has more than 12 million total listeners. A lot has changed through the years, but Dave's practical advice on life and money has remained consistent.

DID YOU KNOW?

The heart of a blue whale weighs over 1,000 pounds, the weight of an average dairy cow.

Blue Whale Heart



Blue Whale • *Balaenoptera musculus*



NOAA FISHERIES

Blue Whale's Heart

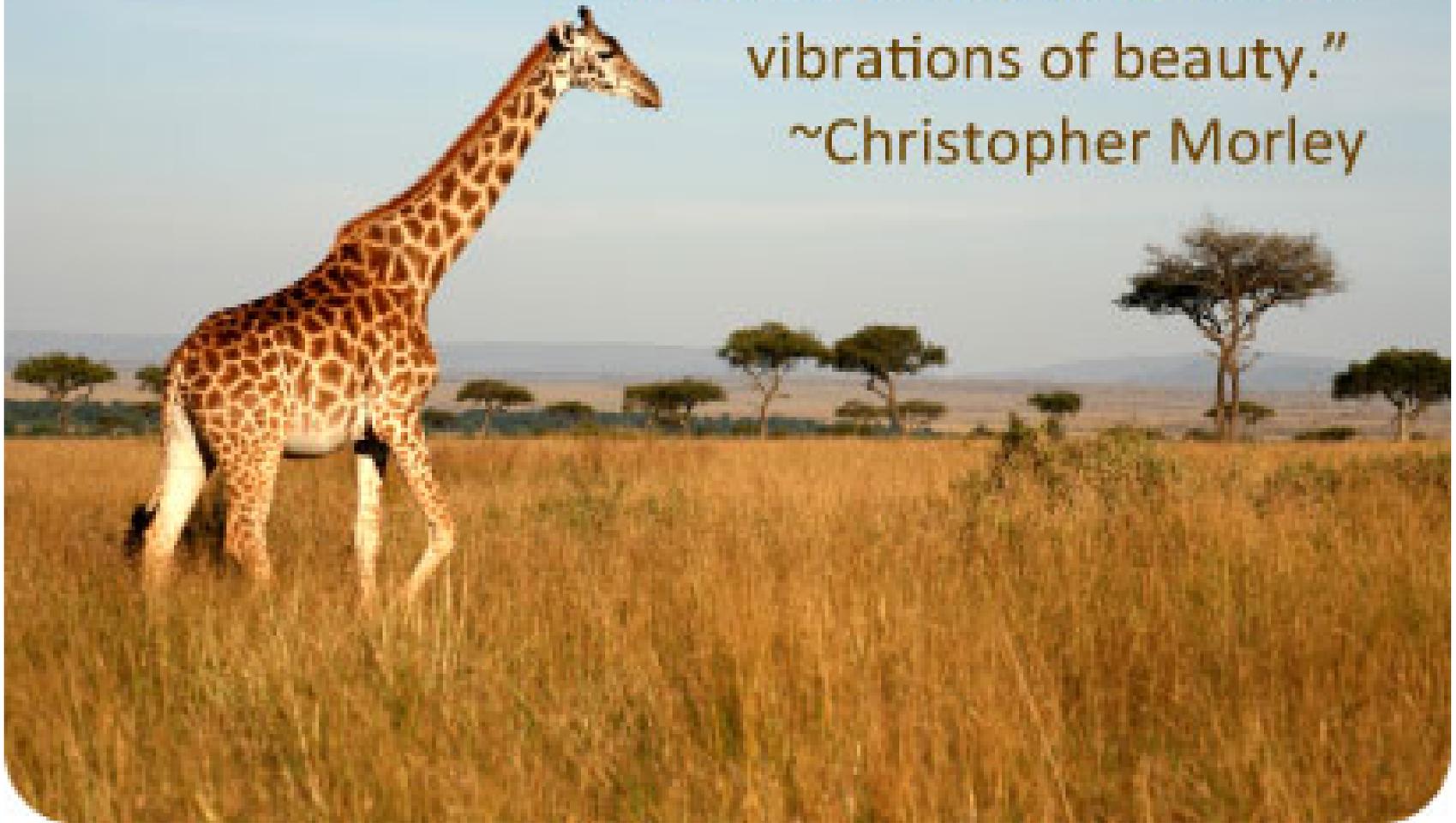
A Blue Whale's heart is so big, a small child can swim through the veins. An adult could crawl through its arteries. It weighs 600 kg (1300 lbs) and the heartbeat can be detected from two miles away. Did you know whales can communicate with other whales up to 1,000 miles away?



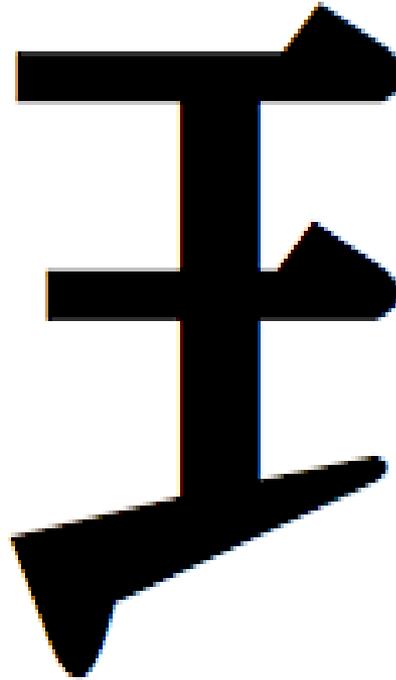
#2. “land” mammal with biggest heart?



“In every heart there is a secret
nerve that answers to the
vibrations of beauty.”
~Christopher Morley



WANG = Royalty



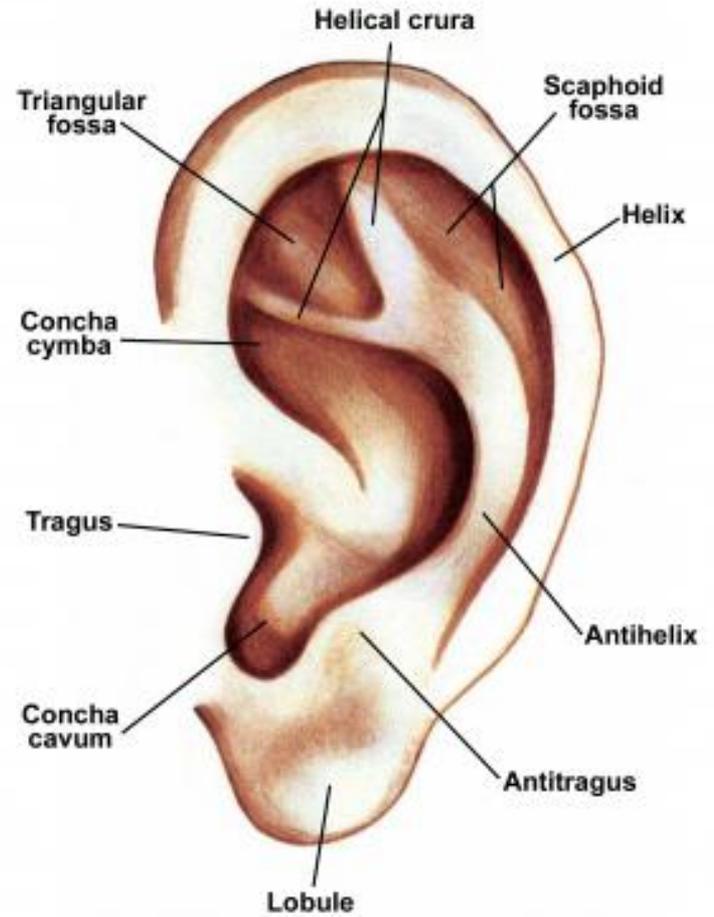
EAR



AURICLE



EAR



耳聾

TAKE HOME TIPS

TAKE AWAYS

TECHNIQUES

ELIMINATE **DISTRACTIONS**



ELIMINATE



**PUT YOUR
SMART
PHONE
AWAY**

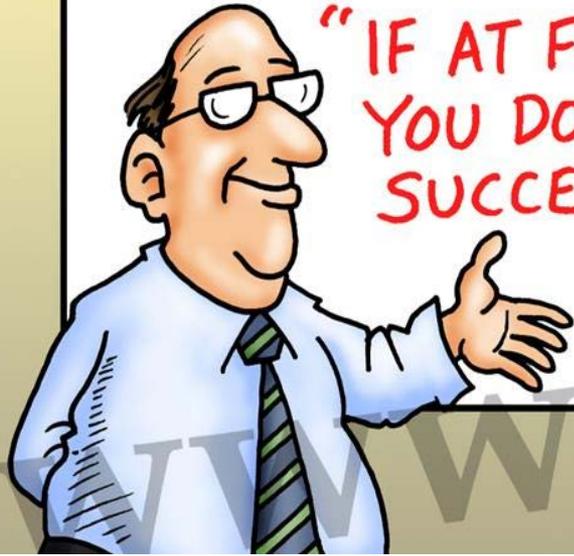


Don't mind read



Finish this sentence:

"IF AT FIRST
YOU DON'T"
SUCCEED..."



Finish this sentence:

**"IF AT FIRST
YOU DON'T
SUCCEED..."**

TRY, TRY AND
TRY AGAIN

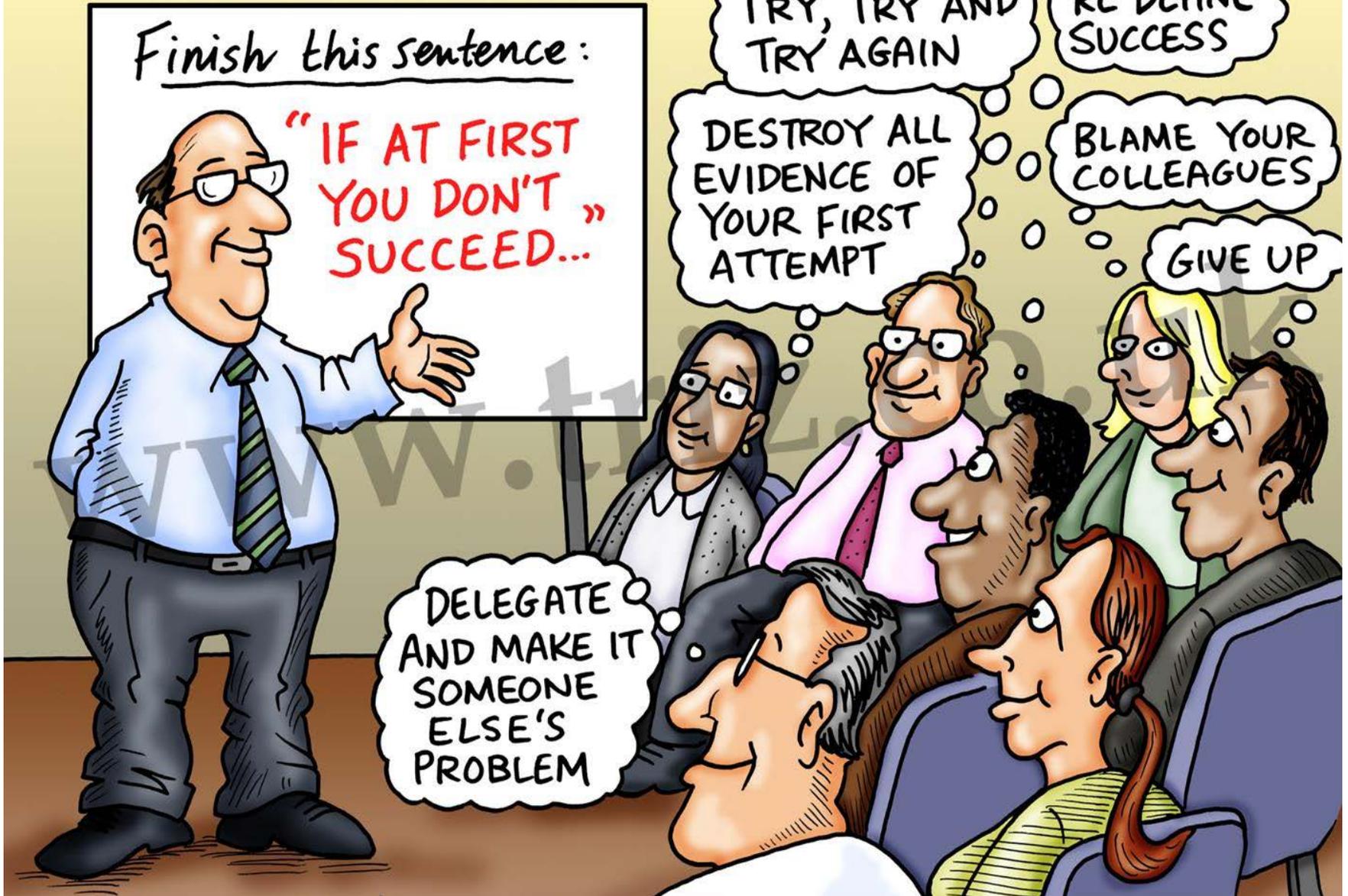
RE-DEFINE
SUCCESS

DESTROY ALL
EVIDENCE OF
YOUR FIRST
ATTEMPT

BLAME YOUR
COLLEAGUES

GIVE UP

DELEGATE
AND MAKE IT
SOMEONE
ELSE'S
PROBLEM





INTERRUPT

LET THE SPEAKER



THANK

THE
(((LISTENER)))

Got Milk?

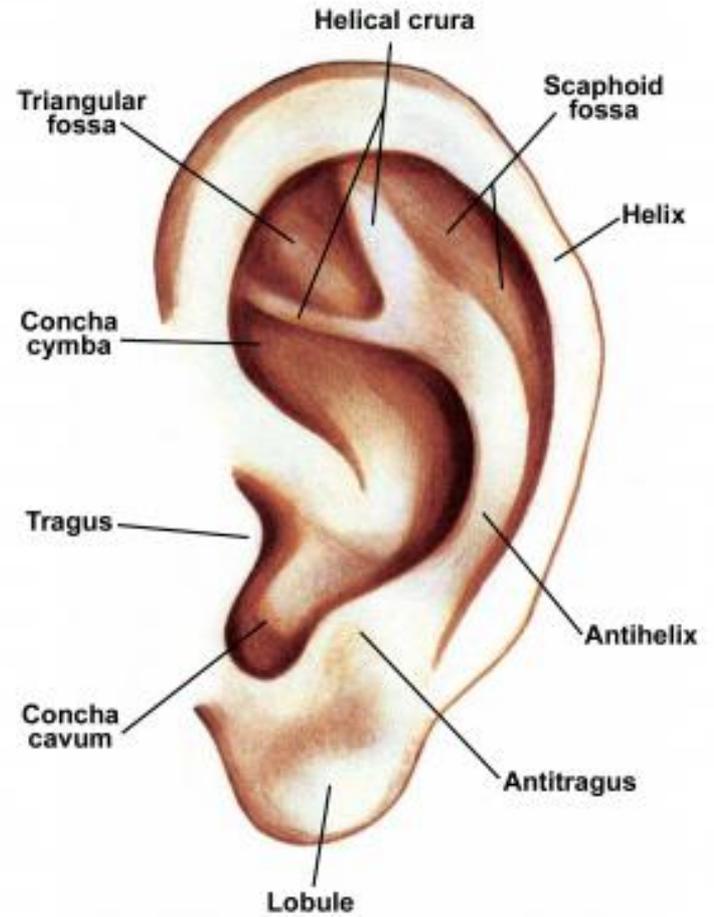




GUANACASTE



EAR





Effective listening is the
GREATEST
SKILL
never taught

—Ron Meiss, author, *Effective Listening*

