



The Top 11.5 Listening Mistakes

By Kathy Gillen and Dr. David Blair

1. Doing something else while talking to someone.
By putting your full attention to what they say you are hearing their words, honoring their wisdom, acknowledging them.
2. Formulating your rebuttal while the other person is talking.
Your best ideas appear when you've heard their entire thought.
3. Rushing the speaker
This infers that your time is more valuable than theirs...and of course, you are both valuable!
4. Finishing their sentences.
Not everyone thinks as fast as you do.
5. Interrupting the speaker.
By honoring the other person's pace you allow them to finish "thinking out loud." People need to hear their own voice. (Don't you?)
6. Not answering the speaker's questions.
By asking questions, the speaker is looking for information, and wants to know more about you. Answering questions honors this dynamic and moves the relationship forward.
7. Going into details when a big picture is being presented
7.5 Only talking about the big picture when details are warranted
There are times for the big pictures and times for details. It is all based on personal style. What does the situation call for?
8. Topping their story ("Let me tell you about...")
This is rude, and you know it. Stop it right now! Seriously, the goal is to connect. Topping their story is one-upmanship.
9. Forgetting what was previously said.
If you're not paying attention, what does that say about how important this conversation is to you? If it is important, or the person is important, you'll listen!
10. Saying "Yes, but..."
What happens when someone hears, "but?" It is a signal that whatever came first is going to be negated. This changes the whole tone of the conversation. Is that what you want to happen?
11. Criticizing the speaker, delivery or content.
See #10. Nobody is right all the time...are you?