DXD SERIES #3: INTERPERSONAL DEVELOPMENT

Listening: How to do it and Why we don't

CENTRAL FLORIDA PLEDGE

Hearing is a biological process. Listening is deeper.

Humans speak 125 words per minute, on average. We can process information at four times that rate. This gap is filled with thoughts, formulating our counter arguments, day dreaming and more. The challenge is to remain present and not deter the attention from the speaker. Reflective listening is not just a skill, it is a state of mind.

Katz et al (2020). Communication and Conflict Resolution Skills: 3rd edition

MOST OF US DO NOT INTEND TO SHOW DISRESPECT

Often we think about what we want to say while someone else is speaking.

Often we are listening to respond with our own point and not to deepen our understanding.

What is DXD? Dialogue Across Differences (DXD) shapes who you are as a person, friend, and leader. Your ability to listen, engage, and communicate — especially with those who see the world differently — unlocks new understanding and drives meaningful change.

Reflective Listening

Good reflective listening allows the speaker to feel respected and heard. It also allows them the space for processing emotions, gaining clarity, and possibly solving their own concerns.

Appropriate distance, eye contact, posture and gestures

- Hold interested silence
- Pick a good environment for listening
- Sincerely ask open ended questions
- Reflect back to:
    - Summarize what you are hearing
    - Check if you are understanding the content
    - Check if you are understanding feelings, "you sound frustrated...
- Then, listen again to see if you have shared agreement. Ask if what you reflected back sounds right. Ask if there is more they want to share or what you are missing. Ask what they would like you to do to help.
- If you catch yourself interrupting, apologize and go back to listening.
- In meetings, take notes if you need to process instead of interrupting.
- Place your hand over your mouth or place both hands on your lap, if you feel a deep need to interrupt.

Write about one listening strategy you will try this week. At the end of the week reflect alone or with others on how you did.

Content informed by: Katz et al (2020). Communication and Conflict Resolution Skills: 3rd edition