

## Leadership Development

# SPEAKING AND LISTENING EFFECTIVELY

Session Length: 50 Minutes

### Learning objectives:

- The key components of listening effectively are understanding the process of listening and identifying the types of listening
- The components of Effective Speaking include Preparing , Organizing, Supporting, Beginning and Ending and Presenting the Talk

### Required Materials:

- Flipcharts or Chalk board or a White board
- 3' of clear tape



## TRAINER PREPARATION

Feel free to place your Instructor Information on a chalkboard/whiteboard or a flipchart. Share with the audience your name, lodge, current position in the lodge and council. This would be a good place to have your email address and phone number posted.

**Trainer Tip:** The best candidate to facilitate this session would be a knowledgeable member of the Order of the Arrow who has the ability to effectively communicate with groups.



## SESSION NARRATIVE

This session is designed to enhance one's ability to speak and listen more effectively.

There is an old parable that states that one is born with two ears and one mouth as a reminder to listen twice as much as one speaks.

A very wise woman explained that when in a conversation with a group of four or more people, one should be considerate of the Conversation Pie . For example if there are six people at a dinner party and dessert is about to be served, it would be appropriate that each person would receive the same size slice of pie. If one person were to take a much larger piece of the pie, it would be considered a breach of etiquette or at the least, it would be considered rude. Therefore, when speaking be considerate of the conversation pie.

Members of Congress are granted specific amounts of time to speak and they have to ask for more time if they wish to exceed that time in the form of parliamentary procedure. This process provides the best opportunity all who wish to speak are given an opportunity,

If time is perceived to be a limited quantity, then one's conversation must be well planned to be effective.

First, we should seek to understand and then seek to be understood.

**The key components of listening effectively are understanding the process of listening and identifying the types of listening**

- There are several fallacies about the topic of listening:
- Listening and Hearing are the same thing
- Smarter People are Good listeners
- Listening improves with age
- Listening Skills are difficult to learn
- Let's take a look at the first one "Listening and Hearing are the same thing" - Ask any married man the following question
- Has your wife ever asked you take the garbage out when you are in the middle of watching a sporting event? I am confident that the person receiving the information "heard" what was said, even if they did not do what was asked. The follow up question from the wife may be, "Were you listening to me?"
- Hearing is about the perception of sound, Listening is about the perception of meaning.
- Process of Listening
- The components of listening include Receiving, Attending, Understanding, Responding and Remembering.
- **Receiving**
- One must first hear the message in order to listening . Hearing is simply the reception of sound and it is a prerequisite for listening.

**Attending**

There are three parts of Attention or the amount of focus given to a specific message. Selectivity of attention determines how we select what is the important components to listen, Strength of attention possesses energy. It requires effort and desire . One must decide which message requires the most focus and that will determine which message will receive the most strength of attention, like trying to read a book while watching a program on television. Finally Attending has a component of sustainment. How long will one focus their selectivity and strength of attention on a specific message.

**Understanding**

- Someone said Communications begins with understanding. How does one understand a message?
- Verbal symbols or non verbal symbols
- Barriers to understanding include:
- Misinterpretation of an action such as eye contact or facial expressions as they may not be perceived as universal in meaning.
- Misinterpretation of non action symbols such as inanimate objects such as clothing, objects in one's office.
- Misinterpretation of voice - The quality of voice may intended different meaning too to inflection, tone or volume.

**Responding**

- There are a variety of methods in responding to one's communication
- Direct verbal response that are spoken or written - I am in agreement with your prior statement.
- Response that seek clarification - "By that do you mean....?"
- Response that paraphrase the communication in order to achieve understanding. Example "By your recent statement, I understand you will be home shortly and we will travel to the hockey game together"
- Nonverbal response such as a nod of the head or thumbs up symbol.

### **Remembering**

- The final step is designed to capture the message for the future
- There are five types of listening:
- Informative - Primary concern is to gather information and understanding the message
- Relationship - this is designed to improve the relationship between the people who are communicating. Example therapeutic listening is a type of relationship listening/
- Appreciative is based on presentation, perception and previous experience. It includes listening to music for enjoyment.
- Critical Listening can be determined by the credibility of the speaker, the logic of the speaker's presentation and psychological or emotional element of communication Ethos, logos, and pathos in the terms of Aristotle.
- Discriminative listening is basic to the other four styles of listening It is based on hearing ability, awareness of sound structure and the integration of non verbal cues.
- Effective listening requires skill and the ability to use all five types of listening.
- One must focus on what you think about listening, what you feel about listening and What you do about listening.
- To improve your listening ability, one must:
- Want to listen
- Delay judgement
- Admit your biases
- Don't tune out dry subjects
- Accept responsibility for understanding

### **The components of Effective Speaking include Preparing , Organizing, Supporting, Beginning and Ending and Presenting the Talk**

There a variety of types of speaking styles. They include Briefing, Lecture or Speech.

When developing a plan to prepare for a speaking presentation, one needs to determine the correction style based on the audience, the subject matter, the specific objectives of the presentation and how to gather the necessary material.

### **Organizing the Talk**

- One needs to determine the time or length of the presentation.
- Where will the presentation occur? In what space? Indoors Outdoors? Any physical limitations?
- Structure - Will it be based on Cause and Effect? Problem and Solution, Pro vs. Con
- Is the topic topical and current?
- Can you combine some patterns to make the presentation more appealing?

### **Supporting**

- Factors to consider include:
- Which style works best for this presentation- Briefing ( factual detail orientation) Lecture, Speech
- Logical Thinking approach
- Verbal Support with definitions, examples, comparisons, testimony, statistics and humor.

### ***Beginning and Ending the Talk***

- Practice the presentation and each of its elements for clarity and understanding.
- How does one gain attention?
- Here are some examples:
  - Asking a question
  - Start with a Quotation
  - Start with an appropriate joke
  - Use a gimmick
  - Start from common ground or understanding
  - Use a startling statement
- Presenting the Talk
- Determine your presentation style
  - Memorization
  - Reading from Notes
  - Impromptu
  - Extemporaneous
  - Keyword outline
- Make eye contact, use appropriate body gestures and move from behind a podium
- Use of voice
- Warm up your voice for the key vocal quality
- Be Sincere

### ***Conclusion:***

- Go over the learning objectives of the session
- Ask if they have any questions and thank them for their participation.

### ***Here are some helpful quotations that are relevant to the session***

“Make sure you have finished speaking before your audience has finished listening.”

-Dorothy Sarnoff

“Everyone gets butterflies in their stomach you just need to get them in formation.”

-Dale Carnegie



## **APPENDIX: RESOURCES & SOURCE MATERIALS**

**Kline, John A. Speaking Effectively** : A Guide for Air Force Speakers Air University Press, Maxwell AFB, Alabama December 1989

**Kline, John A. Listening Effectively** : A Guide for Air Force Speakers Air University Press, Maxwell AFB, Alabama April 1996

**Lee, Carolyn J.**, Effective Speaking and Presentation PM Magazine January February 2001 issue.