



## Rate Yourself – Do you see yourself in any of these descriptions?

**Listening Aggressively means to...**  
Hear with determination and energetic pursuit,  
demonstrating a desire to understand.

**Listening Habits:**

3- Never

2- Sometimes

1- Oops! That's Me.

### Top Negative Listening Habits

**Faker** --- All the outward signs are there: nodding, making eye contact giving the occasional uh- huh. However, the faker isn't concentrating on the speaker. His mind is elsewhere.

**The Interrupter** ---- The interrupter doesn't allow the speaker to finish and doesn't ask clarifying questions or seek more information from the speaker. He's too anxious to speak his words and shows little concern for the speaker.

**The Happy Hooker** ---- The happy hooker uses the speaker's words only as a way to get to his message. When the speaker says something, and frankly it could be anything, the happy hooker steals the focus and then changes to his own point of view, opinion, story or facts. Favorite hooker lines are, "Oh that's *nothing*, here's what happened to me...", "I *remember* when I was..."

**The Advice Giver** ---- Giving advice is sometimes helpful; however, at other times, this behavior interferes with good listening, because it does not allow the speaker to fully articulate his feelings or thoughts; it doesn't help the speaker solve her own problems; it prohibits venting; it could also belittle the speaker by minimizing a concern with a quick solution. Well-placed advice is an important function in selling and leading. However, advice given too quickly and at the wrong time is a turnoff to the speaker.

**The Rebuttal Maker** --- This listener only listens long enough to form a rebuttal. His point is to use the speaker's words against him. At his worst, he is argumentative and wants to prove you wrong. At the least, this person always wants to make the speaker see his point of view.

**The Intellectual or Logical Listener** --- This person is always trying to interpret what the speaker is saying and why. He's is judging the speaker's words and trying to fit them into his logic box. He rarely asks about the underlying feeling or emotion attached to a message.



## Listening Aggressively Tool - Breaking Negative Habits

**Reflecting**  
Verify and Clarify

**Probing**  
Ask Clarifying Questions

Sample Probing Questions:

- Tell me more...
- What Happened?
- Who was involved? What did you do next?
- Help me understand your point of view.

**Supporting**  
Show Understanding

**Advising**  
Provide Information