



ਸੁਣਿਐ ਈਸਰੁ ਬਰਮਾ ਇੰਦੁ ॥

THE POWER OF LISTENING

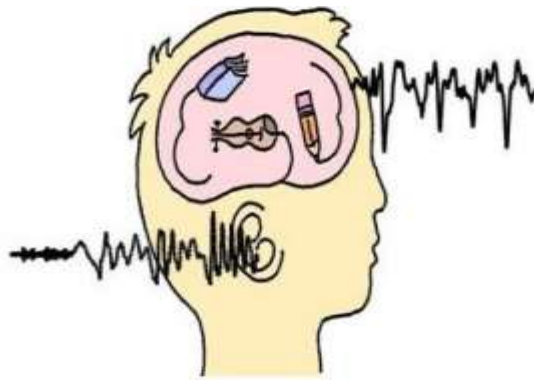
OH!! I DIDN'T KNOW THIS!!!!!!

- ◉ We listen at 125-250 wpm
- ◉ We think at 1000-3000 wpm
- ◉ We remember what we hear: 20% of the time
- ◉ The time we are distracted, preoccupied or forgetful: 75%
- ◉ We usually recall immediately after we listen to someone talk: 50%
- ◉ People who are trained in listening skills: 2%





**LISTENING
VS
HEARING**



Hearing

- Accidental
- Involuntary
- Effortless

Listening

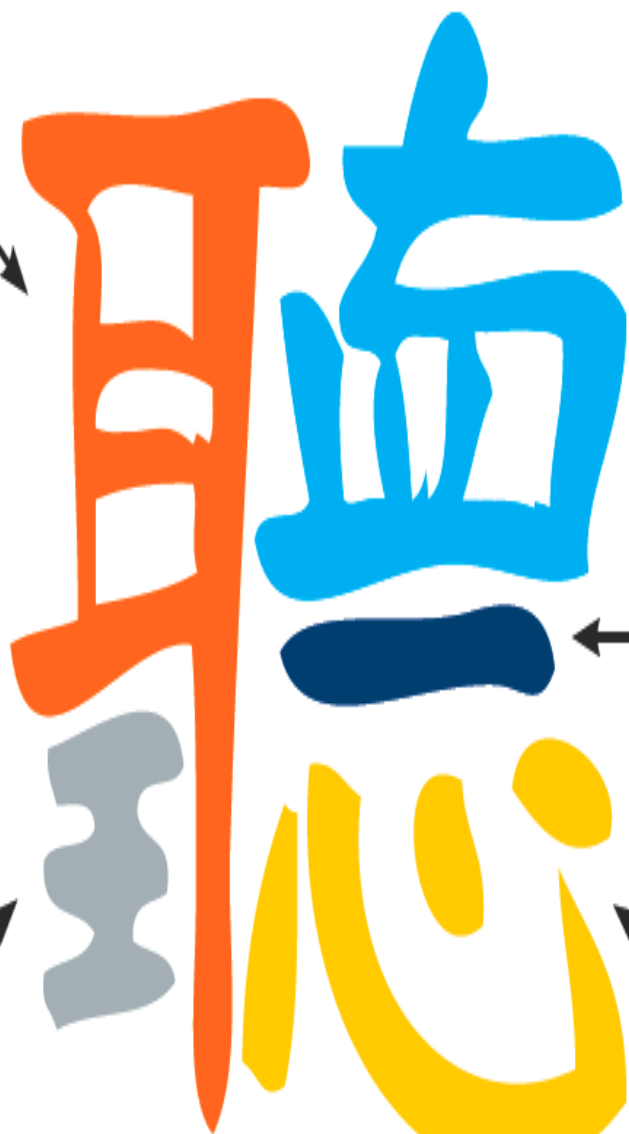
- Focused
- Voluntary
- Intentional

◉ Listening is composed of six distinct components

- **Hearing**
 - The physiological process of receiving sound and/or other stimuli
- **Attending**
 - The conscious process of focusing attention on external stimuli
- **Interpreting**
 - The process of decoding the symbols or behavior attended to
- **Evaluating**
 - The process of deciding the value of the information to the receiver
- **Remembering**
 - The process of placing the appropriate information into short-term or long-term storage
- **Responding**
 - The process of giving feedback to the source and/or other receivers

Ears - to hear

Eyes - to see



Undivided attention -
to focus

Mind - to think

Heart - to feel

- ◉ ਸਾਧਸੰਗਤਿ ਗੁਰ ਸਬਦ ਸੁਣ ਗੁਰ ਉਪਦੇਸ ਨ ਰਿਦੈ ਵਸਾਏ ।
ਨਿਹਫਲ ਅਹਿਲਾ ਜਨਮੁ ਗਵਾਏ ॥
- ◉ ਅੰਨ੍ਹਾਂ ਅਖੀ ਹੋਂਦਈ ਬੋਲਾ ਕੰਨਾਂ ਸੁਣ ਨ ਸੁਣੰਦਾ ।
ਬਧਾ ਚਟੀ ਜਾਇ ਭਰੰਦਾ ॥
- ◉ ਪੇਖਤ ਚਾਖਤ ਕਹੀਅਤ ਅੰਧਾ ਸੁਨੀਅਤ ਸੁਨੀਐ ਨਾਹੀ ॥



LISTENING

THE BUILDING BLOCK OF SUCCESS



- ◉ Enriches knowledge
 - Higher grades at school and in academic work
- ◉ Helps detect and solve problems quickly
 - Enhances motivation and encouragement
- ◉ A greater number of friends and social networks
 - Improved self-esteem and confidence

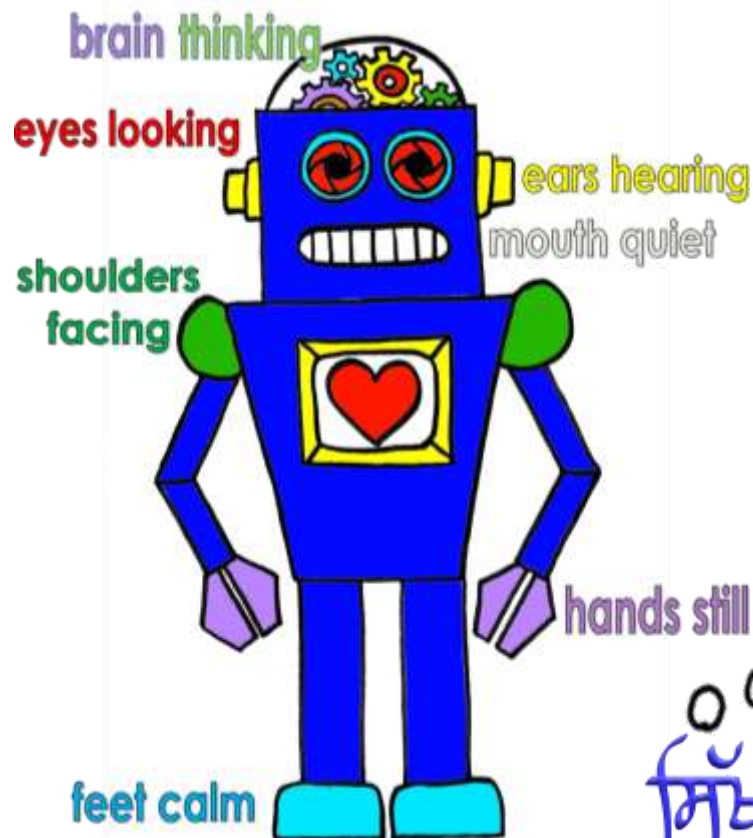
- ⦿ Listening is the most powerful form of acknowledgment
 - A way of saying, “You are important”
- ⦿ Listening promotes being heard
 - ‘Seek first to understand, then be understood.’
- ⦿ Listening reduces stress and tension
 - Minimizes confusion and misunderstanding
- ⦿ Better health and general well-being
 - Speaking raises blood pressure, listening brings it down.

ARE YOU LISTENING?

◉ Non-Verbal Encouragers

- Display involvement in what the person is saying
 - Smile
 - Eye Contact
 - Posturing
 - Avoiding distractions

◉ Verbal Encouragers

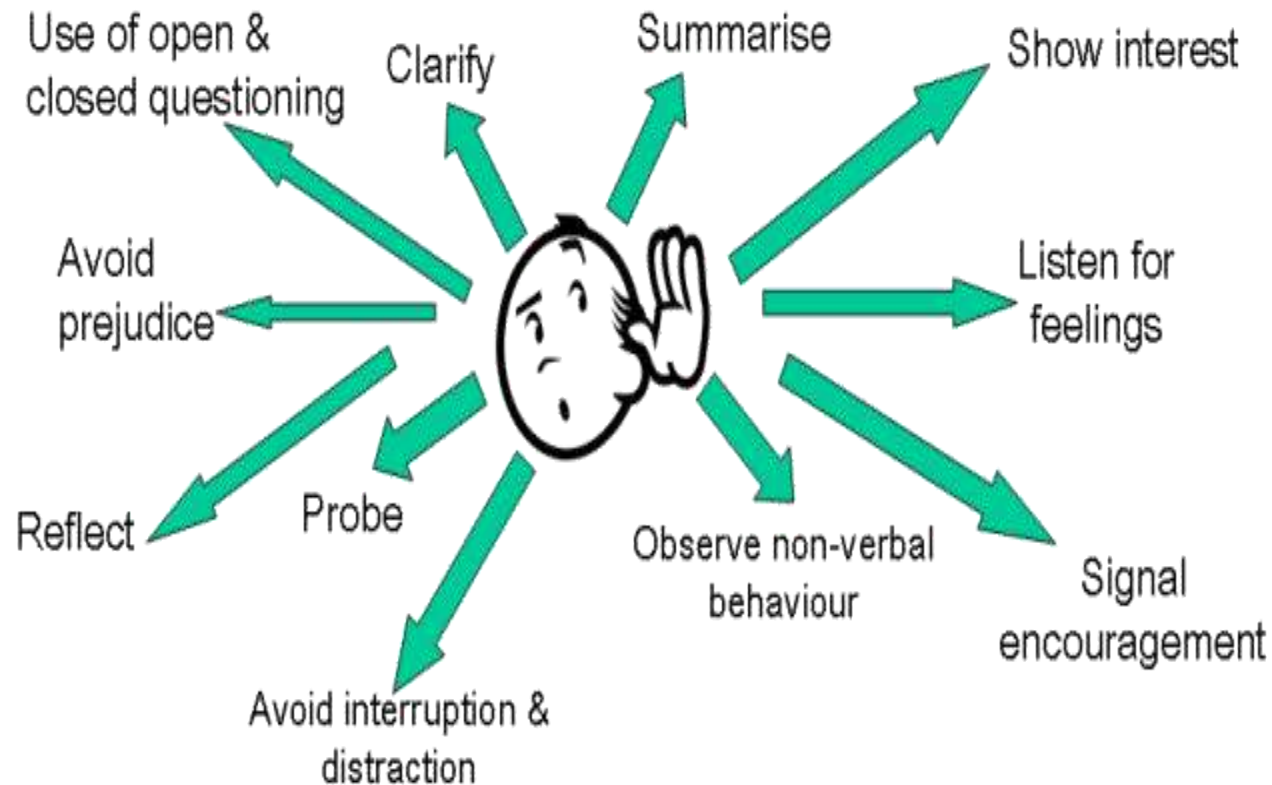


ARE YOU LISTENING ACTIVELY?

- Make sure you hear the words
- Understand the meaning behind the words

**Going beyond hearing to understanding is
Active Listening**

STEPS TO ACTIVE LISTENING



QUESTION

- ◉ Exercise The Mind
- ◉ Exhibits Alertness
- ◉ Gather Information
- ◉ Clarification



REFLECT-PARAPHRASE



- ◉ Be A Flexible Note Taker
- ◉ Reflect What Is Said (In your words)
- ◉ Reframe
 - Capture the essence of the communication

ਸੁਣਿਐ ਸਤੁ ਸੰਤੋਖੁ ਗਿਆਨੁ ॥

ਅਬ ਮਤਿ ਬਿਨਸੀ ਦੁਸਟ ਬਿਗਾਨੀ ॥
ਜਬ ਤੇ ਸੁਣਿਆ ਹਰਿ ਜਸੁ ਕਾਨੀ ॥

ਨਾਇ ਸੁਣਿਐ ਘਟਿ ਚਾਨਣਾ ਆਨੇਰੁ ਗਵਾਵੈ ॥

ਸੁਣਿ ਹਰਿ ਕਥਾ ਉਤਾਰੀ ਮੈਲੁ ॥

ਸੇ ਗੁਰਸਿਖ ਧਨੁ ਧੰਨੁ ਹੈ
ਜਿਨੀ ਗੁਰ ਉਪਦੇਸੁ ਸੁਣਿਆ ਹਰਿ ਕੰਨੀ ॥
ਗੁਰਿ ਸਤਿਗੁਰਿ ਨਾਮੁ ਦ੍ਰਿੜਾਇਆ
ਤਿਨਿ ਹੰਉਮੈ ਦੁਬਿਧਾ ਭੰਨੀ ॥

ਦਾਹਿਗੁਰੂ ਜੀ ਕਾ ਖਾਲਸਾ



ਦਾਹਿਗੁਰੂ ਜੀ ਕੀ ਫਤਿਹ