

Taken from Sharon's book:
[Building an Effective Women's Ministry](#)

30 Hints to Becoming a Good Listener

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An ad in a Kansas newspaper read, "I will listen to you, without comment, for thirty minutes for \$5." The person who placed the ad received ten to twenty calls per day. Everyone wants to feel valued and significant. Perhaps nothing speaks louder than a listening ear. As philosopher Voltaire once said, "The road to the heart is the ear."

Characteristics of a Poor Listener

- Regularly interrupts the speaker
- Jumps to conclusions quickly
- Finishes sentences for the speaker
- Has poor posture
- Does not make eye contact
- Changes the subject prematurely
- Doesn't give verbal response
- Looks away or at her watch while someone is talking
- Is Impatient
- Loses emotional control
- Fidgets with pen or papers and/or shakes hands or feet nervously
- Doesn't listen, but only waits for the other person to stop talking so that she can have her turn

Characteristics of a Good Listener

- Looks at the person speaking
- Asks questions to complete the loop or clarify
- Repeats to clarify ("What I hear you saying is....")
- Doesn't interrupt
- Stays on the subject until the person is finished
- Shows concern by asking questions about the speaker's feelings
- Insures confidentiality
- Doesn't give advice without being invited
- Emotionally controlled
- Asks questions to encourage the person to tell more instead of less

Body Language of a Good Listener

- **Relax** while being attentive
- **Eye contact** is important
- **Sit** in an open body posture without crossing your arms
- **Position** yourself so you can face the one speaking
- **Engage** by leaning forward
- **Connect** by nodding your head at appropriate moments
- **Touch** the speaker's shoulder or arm

Add all these ingredients together and you have RESPECT!