

## Exercise #4

### Listener Filters and Barriers

“To talk to someone who does not listen is enough to tense the devil.”  
– Pearl Bailey

**In order to give you an idea of “emotional” reactions, the instructor will read a list of words as they appear on the screen. You will be asked to react silently to each word. You will not have to share.**

There are a variety of filters and barriers that can come into play when you are trying to be a good listener. In your group, discuss what you might do to overcome at least three (3) from each list.

#### Filters

1. Individual prejudice/bias
2. Making assumptions
3. Listener thoughts
4. Feelings about the topic
5. Feelings about the speaker
6. Conflict of values
7. Difference in style

#### Barriers

1. Noise
2. Thought speed
3. Distractions
4. Semantics
5. Language differences
6. Busyness
7. Health
8. Movement
9. Physical surroundings
10. External situation
11. Worry, fear, anger