

Myths about Listening

“Listening looks easy, but it’s not simple. Every head is a world.”
- Cuban proverb

Listening is a natural skill.

No. Good, effective listening requires your conscious effort.

Listening is passive.

Listening is very much an active skill. It requires concentration, focus and effort.

Interrupting someone you are listening to is bad form.

Abrupt interruptions are not polite, but you should try to clarify things the speaker says that you don’t understand.

Once you have the general idea, you can stop listening.

Not a good idea. Without listening to the entire message, you may be making wrong assumptions.

Listening and hearing are the same.

Nope! The following are examples of hearing but NOT listening:

Ever hear a parent say “That’s nice” to their child?

Ever hear a spouse say “Yes, dear”?

Ever hear anyone say, “Huh?”

HINT: It’s okay to take notes. They aid retention, show the customer you are interested, assist in correct spelling, and keep you focused!