**Effective Listening Skills**

**Sunday Evening Presentation**

Diann Newman, Ed.D.

[newmand@fiu.edu](mailto:newmand@fiu.edu)

(305) 919-4523

Communication Roadblocks

1. Ordering, Commanding

“You must…,” “You have to…,” “You will…,”

1. Warning, Threatening

“If you don’t, then…,” “You’d better, or…,”

1. Moralizing, Preaching

“You should…,” “You ought to…,” “It is your responsibility…,”

1. Advising, Giving Solutions

“What I would do is…,” “Why don’t you…,” “Let me suggest…,”

1. Persuading with Logic, Arguing

“Here is why you are wrong…,” “The facts are…,” “Yes, but…,”

1. Judging, Criticizing, Blaming

“You are not thinking maturely…,” “You are lazy…,”

1. Raising, Agreeing

“Well, I think you are doing a great job!”

1. Name-Calling, Ridiculing

“Crybaby” “Okay, Mr. Smarty…,”

1. Analyzing, Diagnosing

“What’s wrong with you is…,” “You’re just tired,” “You don’t really mean that.”

1. Reassuring, Sympathizing

“Don’t worry,” “You’ll feel better,” “Oh, cheer up!”

1. Probing and Questioning

“Why…,” “Who…,” “What did you…” “How…”

1. Diverting, Sarcasm, Withdrawal

“Let’s talk about pleasant things…,” “Why don’t you try running the world!” remaining silent and turning away

Source: Effectiveness Training by Thomas Gordon

Assisting Skills

1. Attending
2. Silence
3. Acknowledgements
4. Door Openers
5. Active Listening