



LISTENING TO VISITORS

Key Ingredient : Listening

- **Listen, learn and understand as much as possible about your guests, their needs and their feelings.**
- **Only by putting aside your need to be heard can you really begin to listen and learn about your visitors.**

Breakdown of Communication Process

- **10% Writing**
- **15% Reading**
- **30% Talking**
- **45% Listening**

What is interesting is that we only listen effectively approximately 25% of the time.

Effective Listening Defined

Taking in information while remaining non-judgmental and empathetic; acknowledging the talker in a way that invites the communication to continue; and providing limited, but encouraging input to the talker's response, carrying the person's ideas one step forward.

Listening effectively it's not about you—it's about the *other person's* ideas.

Listening QUIZ

TRUE or FALSE

Listening QUIZ

Mark true or false after each statement is read aloud.

- 1. When a listener's emotional level is high, he or she will be an effective listener.**
- 2. Speaking is a more important part of the communication process than listening.**
- 3. Because listening requires little energy, it is easy.**

Listening QUIZ

4. Listening is an automatic, involuntary response.

5. Hearing and listening are the same skill.

6. The speaker is completely responsible for the success of communication.

7. People listen every day. This daily practice eliminates the need for listening training.

Listening QUIZ

8. Competence in listening develops naturally.

9. When people learn to read, they simultaneously learn to listen.

10. Listening is only a matter of understanding the words of a speaker.

Listening QUIZ

If you wrote FALSE to each statement, you are a good listener.

Effectively Overcoming Listening Obstacles

- **What blocks us from effective listening?**

Effectively Overcoming Listening Obstacles

- **Our own EGO**

Effectively Overcoming Listening Obstacles

- **With an enormous need to be heard, our egos overwhelm any desire to hear.**
- **As a person charged with delivering outstanding customer service, do you ever think you know the answer to a visitor's need because you have faced this same situation in the past? Keep in mind that situations, just like visitors' needs, change.**

Effectively Overcoming Listening Obstacles

- **Put your ego aside and listen carefully to someone's needs. Develop a strong desire to listen and learn in every situation you face.**

Effectively Overcoming Listening Obstacles

- **Another listening obstacle is talking too much.**

Effectively Overcoming Listening Obstacles

- **Why do we talk so much? We have all been invited to talk since birth. How do you know if you talk too much? Do you ever catch yourself saying these expressions:**
 - Are you listening to me?
 - Did you hear what I said?
 - Now, listen to what I'm going to tell you!
 - Listen up now; pay attention.

Effectively Overcoming Listening Obstacles

- **Do you ever ask yourself:**

- What is so interesting behind me?**

- Why am I loosing eye contact with this person?**

- Do I keep interrupting every time the other person starts to talk?**

Effectively Overcoming Listening Obstacles

- **Practice giving the gift of silence**

The goal for your talk time in any conversation with a visitor should be on average 50%. Otherwise, you are not learning as much as you could from the visitor about his or her needs and wants.

Effectively Overcoming Listening Obstacles

- **Another listening obstacle is interrupting others.**
- **Do you finish statements and sentences of slower, more deliberate visitors to save time?**
- **Interrupting and finishing sentences is a turnoff. If you think you know what someone is going to say—let *them* say it**

Effectively Overcoming Listening Obstacles

- **Give the gift of patience. **Patience** is an important ingredient in effective listening.**

Effectively Overcoming Listening Obstacles

- **Listen for audible punctuation such as periods and question marks. Until you hear that final pause, button your lip. You might want to count to three after someone has finished a thought.**

Effectively Overcoming Listening Obstacles

Another listening obstacle is one-upmanship.

- **This allows your ego to drive your response whereby a comment you make can come across as being superior to someone else's.**
- **An example would be putting down where someone is from because of a lack of activities there compared to your destination.**

Effectively Overcoming Listening Obstacles

- **The way to overcome one-upmanship is to **give the gift of interest**. Show a genuine interest in the visitor by asking questions that get them talking about their need. Put your ego aside and give the gift of interest to visitors.**

It is easier said than done!

Effectively Overcoming Listening Obstacles

- Another obstacle to effective listening is **thought speed**.

Effectively Overcoming Listening Obstacles

Does your mind ever race ahead of what someone is saying to you?

- **It's very easy for that to happen because of something called "thought speed." On average, a person can speak 200 words per minute. As a listener, you can process words at the rate of 300 to 500 words per minute.**

Effectively Overcoming Listening Obstacles

When people tell you to think before you speak, it makes sense because you have the ability to do it. How you manage “thought speed” will keep you engaged in conversations and help prevent your mind from wandering and daydreaming.

Effectively Overcoming Listening Obstacles

- Practice giving the gift of paraphrasing

Effectively Overcoming Listening Obstacles

- **When a person is finished with their complete thought, paraphrase what the person has just said. The visitor will either agree or disagree with your understanding. Your ability to paraphrase shows interest and will pay great dividends in the world of customer service.**

Listening to Visitors QUIZ

FILL IN THE BLANK

Listening to Visitors QUIZ

**Only by putting aside your
need to be ?????? can you
really begin to ?????? and
learn.**

Listening to Visitors QUIZ

Only by putting aside your need to be **HEARD** can you really begin to **LISTEN** and learn.

Listening to Visitors QUIZ

If you think you know what someone is going to say, let them ??? it. Give the gift of ??????????.

Listening to Visitors **QUIZ**

If you think you know what someone is going to say, let them **SAY it. Give the gift of **PATIENCE.****

Listening to Visitors QUIZ

The way to overcome one-upmanship is to give the gift of ????????.

Listening to Visitors QUIZ

The way to overcome one-upmanship is to give the gift of **INTEREST.**

Listening to Visitors QUIZ

TRUE OR FALSE

Listening to Visitors QUIZ

One proven way to manage thought speed is to paraphrase the essence of what you heard.

Listening to Visitors QUIZ

One proven way to manage thought speed is to paraphrase the meaning of what you heard.

TRUE