

Up to now, the analysis of communication has focussed far too much on what is said, how to express yourself better so that you are heard.

Though, studies show that 60 per cent of communication is actually non-verbal.

We need 25 % of our brain capacity to listen. 75% are free to think about other things. That is why we should use more of this capacity to concentrate on the body language, facial expression and the way the speaker speaks. If we concentrate fully and openly on the speaker, we are more likely to listen more attentively, as we are listening with a bigger background.

Mistakes in communication often lead to misunderstandings and irritations, even open conflict. Instead of focussing on improving what is said, we should much rather train listening.

What often goes wrong: We do not concentrate enough and lose track, often because we set the wrong priorities, have put too much on ourselves, and are therefore stressed.

Example manager: sits in a meeting, plans the meetings for the following weeks on his phone and works on his laptop on his upcoming tasks. Thus, listening is the last priority for him and he does not realize a lot of things.

What happens here: The manager thinks that his perspective is enough to draw his own conclusions and work with the little he picked up in the meeting. He misses the chance to listen attentively, to look at things from new perspectives and possibly to develop new ideas himself.

We know this ourselves from situations. In conversations we often panic not getting a chance to speak at all. Therefore, with everything someone says, everyone is already feverishly thinking about what you can tell well and how you can present yourself well.

We do not let the other person finish and slip into their own statement and idea in order to get something off our chest. But if you think about it, a conversation would be much more fruitful if you took yourselves and your own thoughts back for a moment and listened. Then the partner has the chance to expand his process. This way, thoughts may come to you that you might not have thought of at all. You have also seen this with Momo. We predict and evaluate constantly and thus unconsciously stop a conversation. That is sometimes very exhausting and unsatisfactory, as you are always under pressure to say what you want to say and are unhappy and unsatisfied if you have not told it.

When we listen, we empower others. We show them respect and appreciation and they feel heard. You will be surprised to see how much more you suddenly think when you talk less.

Listening also has other advantages:

1. You make better decisions: With all the given information, you are more capable to make decisions and think more critically. Listeners are also the better negotiators and achieve results easier. Because they have the overview.
2. Appreciation
3. Relationship management
4. Information: Skills and knowledge will be extended.
5. Communication: Communication will be simplified, quicker and more effective. Plus, misunderstandings are avoided.
6. Trust: Familiarity and thus mutual trust will be promoted.
7. Self-confidence
8. Pressure relief
9. Well-being
10. Responsibility: The personal influence will be increased
11. credibility
12. Loyalty
13. Better arguments → Of course, this can also be used tactically to hold back what you know and intentionally lead conversations in the desired direction by getting an overview over existing knowledge

Four different kinds of listeners:

1. The one not listening
2. Selective listener
3. Evaluating listener
4. Active listener
 - a. Pays full attention to the counterpart
 - b. Turns off inner monologue
 - c. Pays attention to pitch, body language and choice of words
 - d. Asks questions which enable the better understanding of the counterpart
 - e. Keep information and their meaning (to themselves) very long and use this knowledge to keep the communication channels open
 - f. Social environment and colleagues benefit from this dedication and the investment of time and energy.

You often change between the different types of listeners, depending on the person and situation → friendship different situations. Active listening is difficult, because most people tend to talk too much about themselves. When talking about topics which are important to themselves, the same brain areas are stimulated, like with topics like nutrition, money, and sex)

Conversion to an active listener is comparable to a change of diet or conversion to a sporty lifestyle, because we need to discipline ourselves very much and take ourselves back.

ADVICE:

1. Pay attention to the body language of the speaker
2. Pay attention to your own body language

3. Avoid distractions
4. Ask questions
5. Avoid justifications
6. Paraphrase
7. Take breaks

Listening actively does not lead to you not getting to say anything yourself anymore.

It provides for better and more relaxed communication, because it builds up trust and sympathies and allows a better exchange of ideas

96 % of adults consider themselves good listeners.

„The listener is a silent flatterer “