

Habit 5 – Seek to Understand, Then to Be Understood – Public Victory

Part III - The Public Victory-Habit 5

Habit 5: Seek First to Understand, Then to Be Understood – You Two Ears and One Mouth..... HEL-LO !

Habit 5: Seek First to Understand, Then to Be Understood

“Before I can walk in another’s shoes, I must first remove my own.”

Unknown

The key to communication and having power and influence with people can be summed up in one sentence: Seek first to understand, then to be understood. In other words, listen first, talk second. This is Habit 5, and it works. If you can learn this simple habit---to see things from another’s point of view before sharing our own---a whole new world of understanding will be opened up to you.

Why is this habit the key to communication? This habit is the key to communication because the deepest need of the human heart is to be understood. Everyone wants to be respected and valued for whom they are – a unique, one-of-a-kind, never-to-be-cloned individual. (at least for now)

“PLEASE LISTEN”

When I ask you to listen to me, and you start giving me advice, you have not done what I have asked.

When I ask you to listen to me, and you begin to tell me why I shouldn’t feel that way, you are

trampling on my feelings

When I ask you to listen to me, and you feel you have to do something to solve my problem, you have failed me, strange as that may seem.

Listen! All I ask is that you listen.

Don’t talk or do----just hear me.

Unknown

FIVE POOR LISTENING SKILLS: (to understand someone you must listen to them!)

1. Spacing out – ignoring mind wandering
2. Pretend listening – pretend to be listening, making insightful comments at key junctures, such as “yeah,” “uh-huh,” “cool,” or throwing in an “lol” here & there
3. Selective listening – pay attention to part of the conversation that interests us
4. Word Listening – pay attention to what someone is saying – listening only to the words, not to the body language, the feelings, or the true meaning behind the words.
5. Self-centered listening – Listening that happens when we see everything from our point of view; when we listen from our point of view, we usually reply in one of three ways: we judge, advise, or we probe – causing the person to close up.

GENUINE Listening –

1. **First, listen with your eyes, heart, and ears**

- a) 7% of communication is contained in the words we use
- b) 40% of communication comes from the tone or feeling reflected in our voice (ears)
- c) 53% comes from body language (eyes)

Please . . . Hear What I Am Saying

Don't be fooled by me. Don't be fooled by the mask I wear. For I wear a mask - I wear a thousand masks - masks that I'm afraid to take off, and none of them is me. Pretending is an art that is second nature with me, but don't be fooled. . . . I give the impression that I'm secure, that all is sunny and unruffled with me, within as well as without; that confidence is my name and coolness is my game; that the waters are calm and that I'm in command, and I need no one. But don't believe it; please don't.

I idly chatter with you in the suave tones of surface talk. I tell you everything that's really nothing, nothing of what's crying within me. So when I'm going through my routine, don't be fooled by what I'm saying. Please listen carefully and try to hear what I'm not saying; what I'd like to be able to say; what, for survival, I need to say but I can't say. I dislike the hiding. Honestly I do. I dislike the superficial phony games I'm playing.

I'd like to be genuine, spontaneous, and me; but you have to help me. You have to help me by holding out your hand, even when that's the last thing I ever want to need. Each time you are kind and gentle and encouraging, each time you try to understand because you really care, my heart begins to grow wings. Very small wings. Very feeble wings. But wings. With your sensitivity and sympathy and your power of understanding, I can make it. You can breathe life into me. It will not be easy for you. A long conviction of worthiness builds strong walls. But love is stronger than strong walls, and therein lies my hope. Please try to beat down those walls with firm hands, but with gentle hands, for a child is very sensitive, and I am a child.

Who am I, you may wonder. For I am every man, every woman, every child....every human you meet.

2. **Second, stand in their shoes**

To become a genuine listener, you need to take off your shoes and stand in another's. In words of Robert Byrne, "Until you walk a mile in another man's moccasins you can't imagine the smell." You must try to see the world as they see it and try to feel as they feel.

3. **Third, Practicing mirroring** – mirroring and mimicking

Mirroring is repeating meaning, using your own words, warm & caring;

Mirroring is simply this: Repeat back in your own words what the person is saying and feeling.

Mimicking is repeating words, using same words, cold and indifferent – like a parrot.

Genuine Listening in Action: A sister needs a listening ear from her brother. Sister says, "I do not like our new school at all. Ever since we moved I've felt like the biggest outcast. I wish I could find some new friends.

The brother could use any one of the following responses:

1. "Pass the chips?" (Spacing out)
2. "Yeah, yeah, sounds great." (Pretend listening)
3. "Speaking of friends, my friend Julio..." (Selective listening)
4. "What you need to do is start meeting new people." (Advising)
5. "You are not trying hard enough." (Judging)
6. "Are you having trouble with your grades, too?" (Probing)
7. (mirroring best) "You feel that school's kind of tough right now?"

Communicating with parents: Try listening to them, just like you would a friend.

Understand – listen to your parents and try to Understand them.

If you do, you will get your way much more often.

WRITE THE FOLLOWING QUESTIONS WITH ANSWERS IN YOUR NOTEBOOK:

(you do not turn answers, but you do need to answer the questions.)

1. Why do you think the deepest need of the human heart is to be understood?
2. Which of the poor listening skills do you have the most difficulty with?
And what can you do to improve it?
3. What do you think would be a deposit in a Relationship Bank Account you have with a parent or guardian?
4. Why are "I" messages received more positively than "you" messages?

