



**DAIRY ADVISORY TEAMS**

**Ten Keys to Effective Listening**

Harry A. Carey, Jr.,  
 Professor of Agricultural and Extension Education  
 Penn State University

These keys are a positive guideline to better listening. In fact, they're at the heart of developing better listening habits that could last a lifetime.

<b>Ten Keys to Effective Listening</b>	<b>The Bad Listener</b>	<b>The Good Listener</b>
Find areas of interest	Tunes out dry subjects	Opportunitizes; asks "what's in it for me?"
Judge content, not delivery	Tunes out if delivery is poor	Judges content, skips over delivery errors
Hold your fire	Tends to enter into argument	Doesn't judge until comprehension complete
Listen for ideas	Listens for facts	Listens for central themes
Be flexible	Takes intensive notes using only one system	Takes fewer notes. Uses 4-5 different systems, depending on speaker
Work at listening	Shows no energy output. Fakes attention.	Works hard, exhibits active body state
Resist distractions	Is easily distracted	Fights or avoids distractions, tolerates bad habits, knows how to concentrate
Exercise your mind	Resists difficult expository material; seeks light, recreational material	Uses heavier material as exercise for the mind
Keep your mind open	Reacts to emotional words	Interprets color words; does not get hung up on them
Capitalize on the fact that <i>thought</i> is faster than speech	Tends to daydream with slow speakers	Challenges, anticipates, mentally summarizes, weighs the evidence, listens between the lines to tone of voice