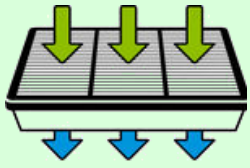


LISTENING FILTERS



What are listening filters? Filters are a way of “tuning out” a speaker, for example, when we stop listening or don’t listen at all.



What’s the problem with listening filters? Filters block and interfere with communication.

When do we know if we have a listening filter?	How can we fix it?
When we disagree with the message so we just pretend to listen.	Hear the speaker out. Keep looking toward the speaker and avoid telling your neighbor why you disagree.
We don’t like the message, so we change it to something that we <u>want</u> to hear instead	Keep an open mind, sometimes we need to know about things that we really don’t want to know.
We don’t like the speaker or we think the speaker is not important enough to listen to.	Listen respectfully without judging the speaker. Everyone has a right to be heard.
We are not interested in the topic.	Be open to new ideas. Listen, you might have a pleasant surprise and find a new interest.
We think we already know what the speaker will say.	We can’t read minds. Listen and find out for certain what the speaker is saying. If not, you might miss out on important information.