

**Helps and Hindrances to Effective Listening**

<b>Listening is helped by...</b>	<b>Listening is hindered by...</b>
making a conscious decision to work at listening	caring little about listening
viewing difficult material as a listening and learning challenge	tuning out difficult material
fighting distractions through intense concentration on the subject	refusing to listen at the first distraction
continuing to listen when a subject is difficult or dry in the hope that I might learn something interesting	giving up as soon as I lose interest
with-holding judgment until i hear everything	becoming preoccupied with a response as soon as a speaker makes a statement I do not agree with
focusing on the speaker's theme by recognizing <ul style="list-style-type: none"> <li>▪ organizational patterns</li> <li>▪ transitional language</li> <li>▪ summary statements</li> </ul>	getting sidetracked by unimportant details
adapting note-taking style to the unique style and organization of the speaker	always taking notes in outline form, when the speaker is using another style of speaking ... leading to frustration
pushing past negative emotional responses and forcing oneself to continue to listen	letting an initial emotional response shut off listening
using excess thinking time to evaluate, summarize and question what I have just heard and anticipate what will come next	thinking about other things missing most of the message

Source: Katz, et al. *Keys to Nursing Success*. Prentice Hall. 2001