



Be a Better Listener

By Tammé Quinn Grzebyk

Listening is becoming a lost art. We practice carrying on a cell phone conversation while doing four other things, but few of us practice the skill of active listening. A technique to help on this important journey is to learn to interpret "color" words and phrases. These are terms that are used incorrectly or claims that are unfair or inaccurate. When the speaker uses these, give him the benefit of the doubt by making judgments on what he meant, not just on what he said. After he finishes his statement, paraphrase what you think he meant so you both reach common ground. Poor listeners often only hear the literal translations of words rather than their true meaning.

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