



Listening as Invitation to Dialogue about Difference



WHAT ARE
YOU
LISTENING TO
AT THIS VERY
MOMENT?





- Physiological
- Psychological
- Physical
- Cultural

What's that Noise!?

“Conversational civility fosters mutual respect and understanding based on asking questions and listening.” – Shelley D. Lane

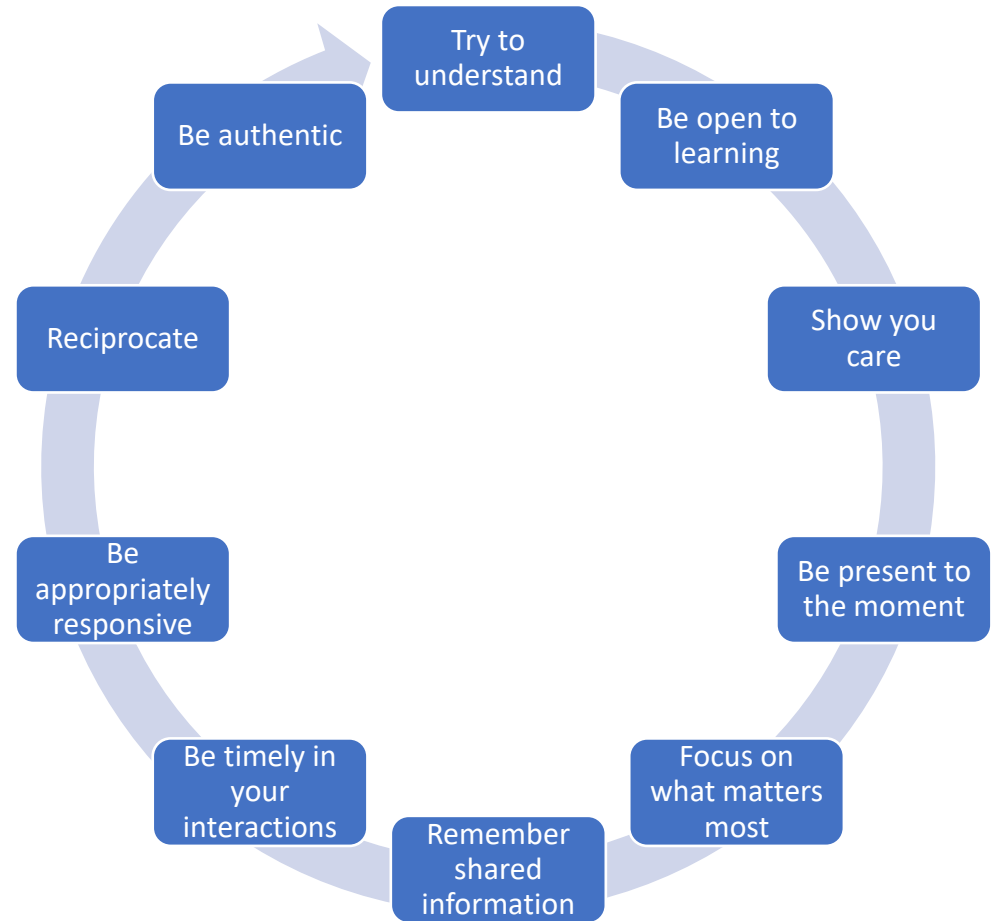
The ABC's of Listening

Affect: Are you motivated to attend to others? Do you care about understanding?

Behavior: Do you know how to respond with appropriate verbal and nonverbal feedback?

Cognition: Are you attending to, understanding, receiving, and interpreting the messages?

What Is Good Listening?





Not All People Listen the Same Way:
Criticism and Silence

Are good listeners
critical?

Criticism: Generational Differences



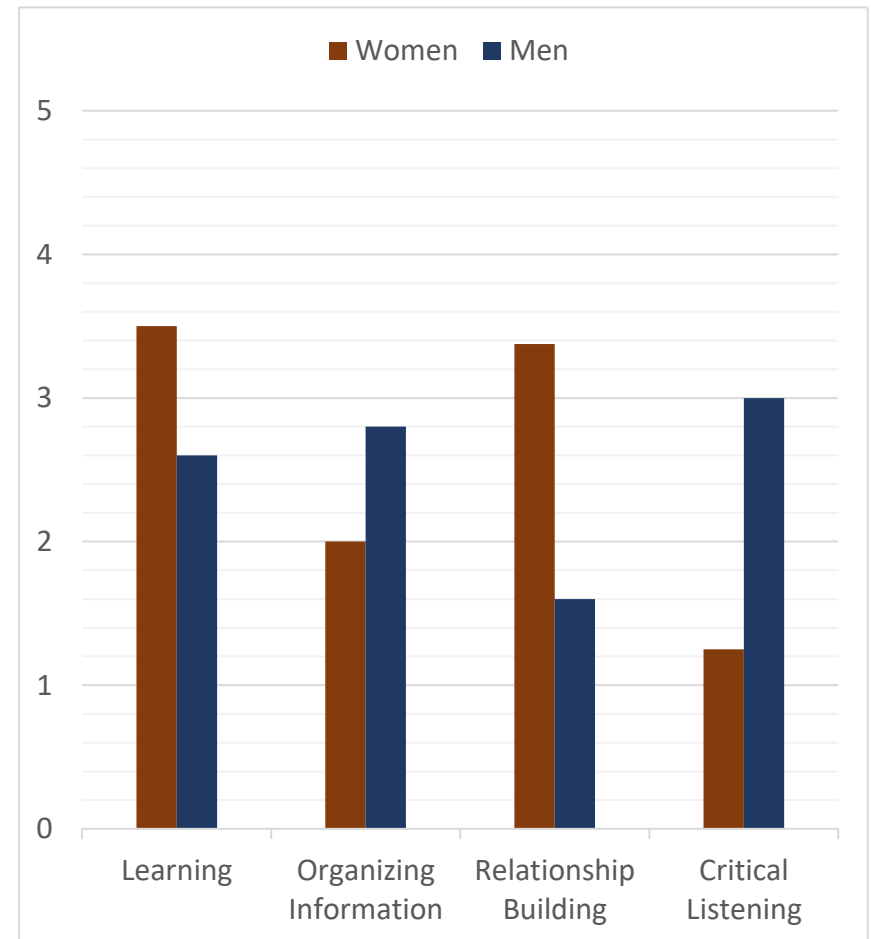
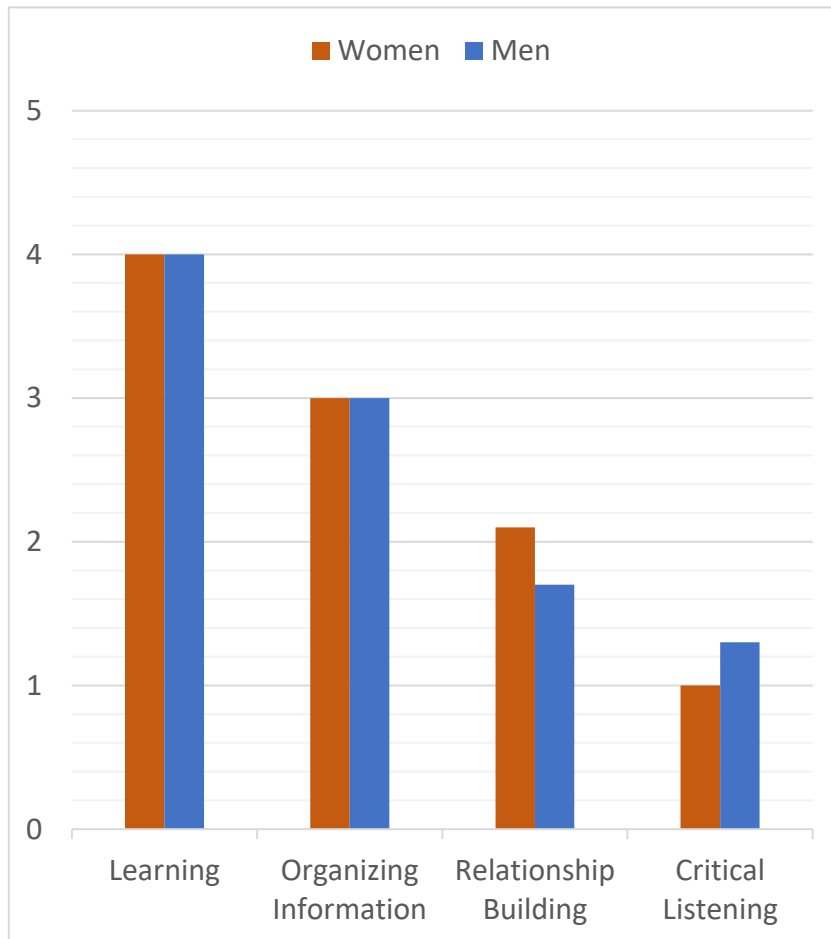
Generation Z and Generation X significantly differ on *lots of different listening expectations!*



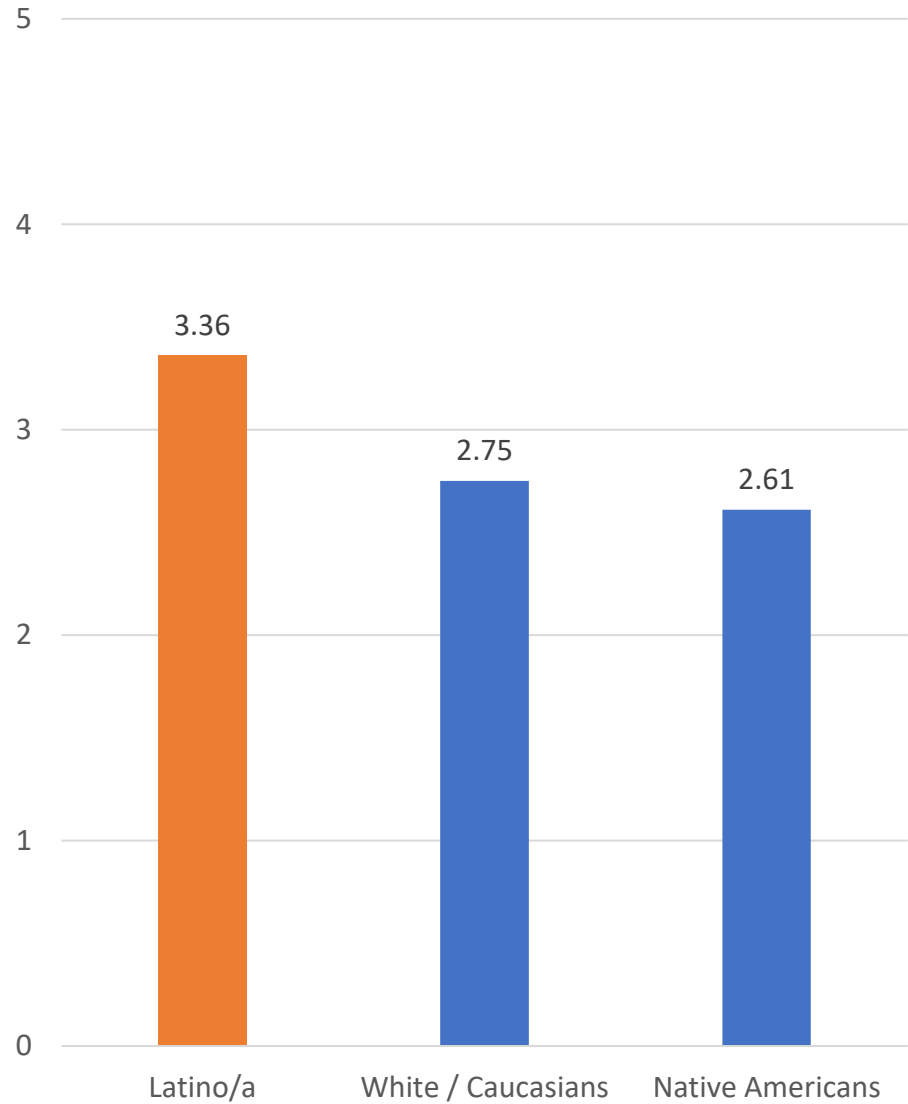
Generation Z significantly differs from *all* the other generations in viewing critical and evaluative listening as *good* listening behaviors.

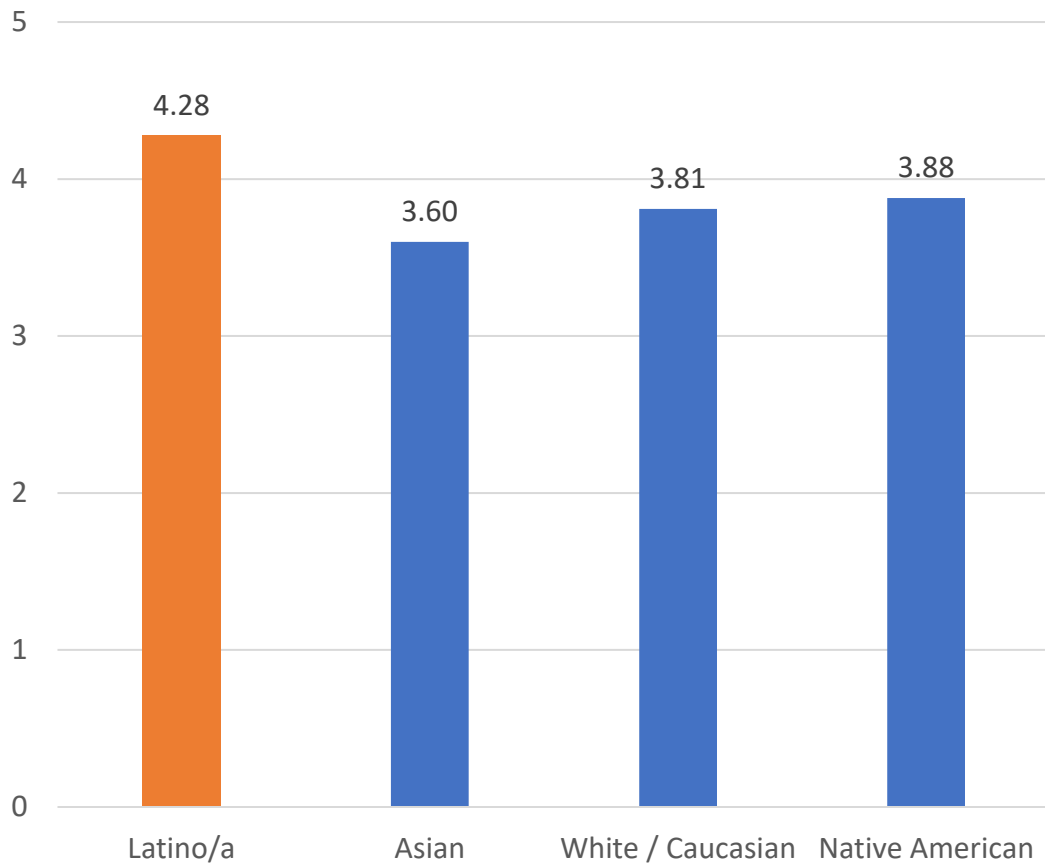
Criticism: Gender Differences

Idealized Listeners vs. Scenario Listening



Criticism: Racial & Ethnic Differences





On another
hand...
Listening as
Learning

Understanding and Critical Listening is Related

“...you’re not there to attack each other? You’re there to help each other understand your point of view...and you do need to take into account the other side? And if you want people to listen to you it’s not what you say, it’s how you say it. So if you attack them, and make no effort to bond with them at all, then how can you expect them to see your side?”

~LGBTQA+ community member

Criticism
Can
Strengthen
Listening
Relationships

“When I need advice, eh, I go to my best friend? By telephone? Yeah, and she’s younger than me but she’s a good listener. And, she’s always, without agreeing with me, she has...critical thinking? And I like this point of view....sometimes I’m very passionate when I talk? And she – she listens to my points of view. She listens to me and she says ‘Yes. I’m agreeing with you. But. These things – these ones are my points of view, and I think your points of view have these kinds of things that I don’t like.’...I prefer this kind of relationship? I think if you are critical to my thinking but you listen to me, it’s a very good conversation. Productive.”

~Latinx community member

Silence Can Be Dialogue Too.

Silence is not
the absence of
communication.

It is
communication.

Silence

“If somebody would just talk. No pauses...I would be like, ‘I gotta go.’ And I would just walk away.”
(Latinx member)

“I so enjoy when someone is talking and I’m completely silent and engrossed in their story. It’s really cool.” (Deaf/ASL member)

Silence

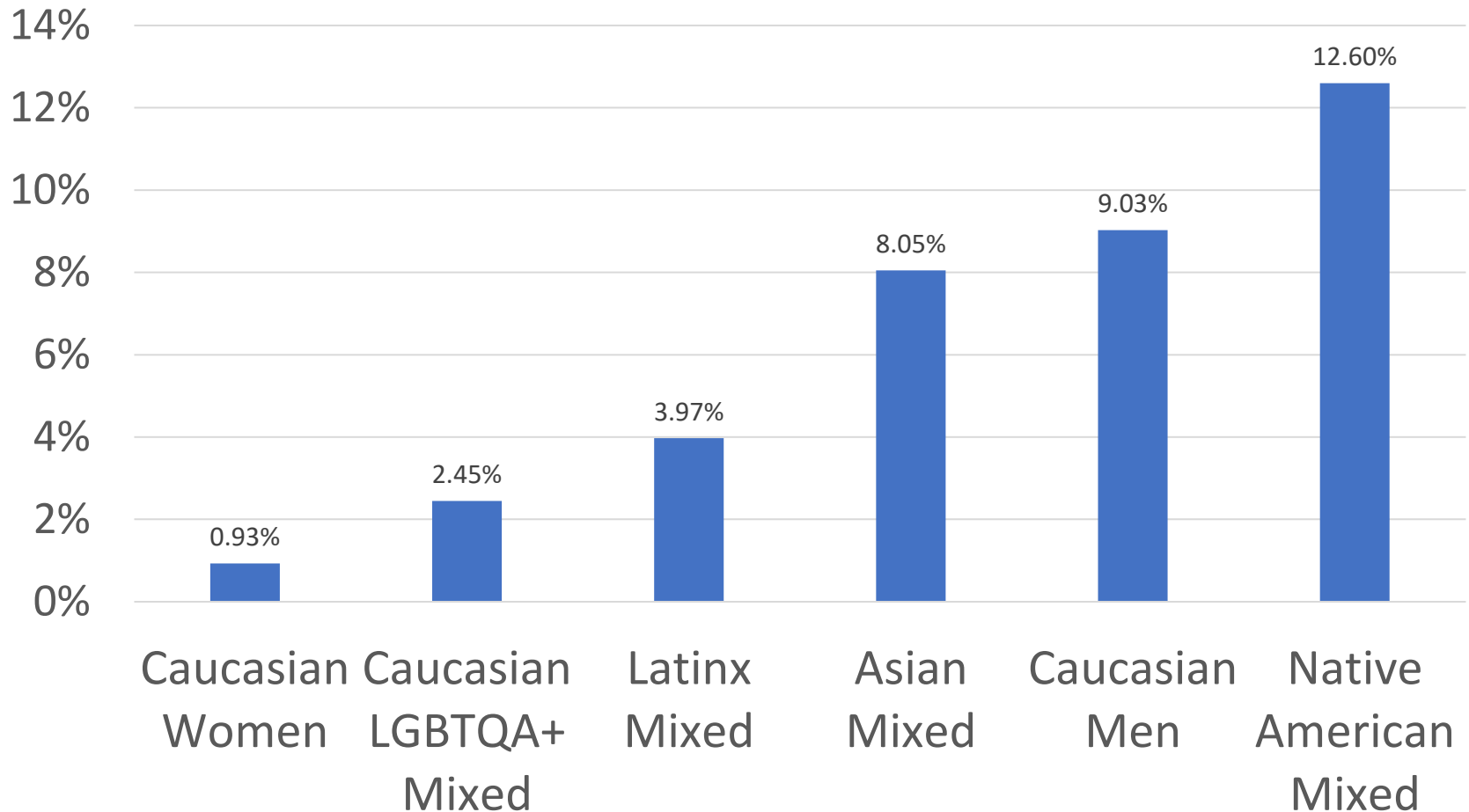
First Nations member: We talk very loud. You know, in my house. We talk very loud. I don't know.

Latinx member: I think when people go into my home, they think that we are arguing? But no. It's our way to always (high pitched screech with voice) – this tone (laughs). Yeah.

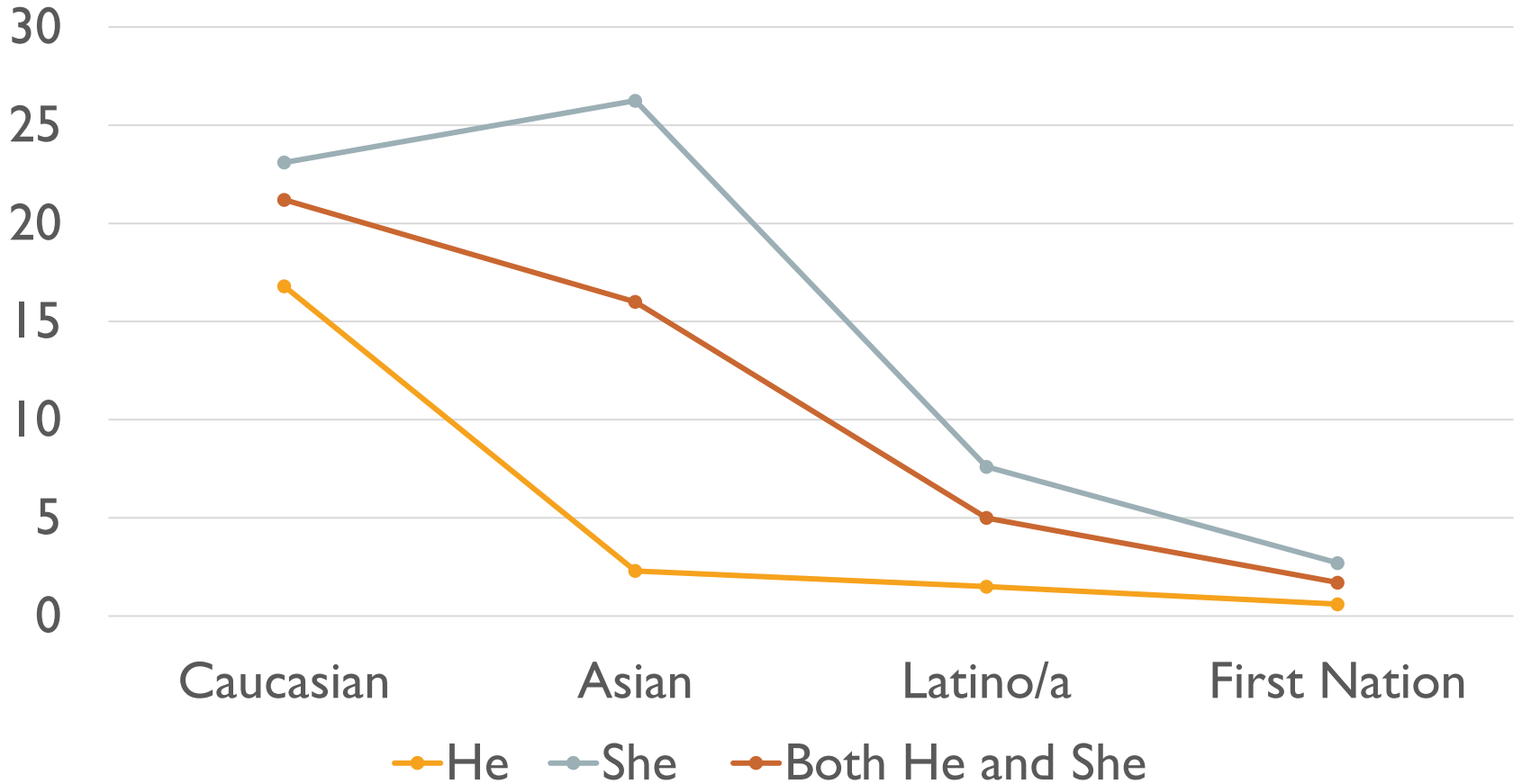
Asian member: You want to listen? You've got to calm down. You've got to be serious. Something important you want people to listen to, you've got to, uh, you know, calm down and talk quietly. And not necessarily loudly (laughs). That's – that's my opinion.

Silence: Verbal Absence

% of Silence in Full Conversation



Silence: Verbal Encouragers





3 Steps to Sustainable Listening Spaces



RECOGNIZE



ACKNOWLEDGE



ENDORSE



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