

Online Resources

Now Pay Attention—About.com

http://careerplanning.about.com/cs/miscskills/a/listening_skill.htm

Listening Skills—Clackamas Community College

<http://dl.clackamas.cc.or.us/os11class/LearningSkills/listenskills.htm>

Poor Listening Skills Affect Learning—Super Duper Handouts

http://www.superduperinc.com/handouts/PDFs/114_Listening_Learning.pdf

Become Fluent in Body Language—Real Simple

<http://www.realsimple.com/realsimple/content/0,21770,693390,00.html>

Fun Facts

- * From the distance of a football field, the only facial characteristic we can notice is a person's smile. (that is 100 yards or 360 feet!)
- * It takes 26 muscles to smile ~ and 62 muscles to frown.
- * A smiling person is judged to be more pleasant, attractive, sincere, sociable and competent than a non-smiling person.



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Articles in this newsletter are not a substitute for the care and advice of medical professionals. When you have a question or need medical advice, diagnosis or treatment, consult your physician.

This newsletter is produced by Inova Health System in conjunction with your faith community. If you prefer not to receive this newsletter, please notify the appropriate personnel in your faith community.

Inova Health System is a not-for-profit health care system based in Northern Virginia that consists of hospitals and other health services including emergency and urgent care centers, home care, nursing homes, mental health, blood donor services, and wellness classes. Governed by a voluntary board of community members, Inova's mission is to improve the health of the diverse community we serve through excellence in patient care, education and research.

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A smile is a universal expression of happiness and is recognized as such by all cultures.

*Congregational
Health
Partnership
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For Your Health

Say What? Communicate Effectively

February is "Healthy Heart Month". Being able to express yourself ~ your feelings, desires, etc., ~ keeps your heart and spirit healthy. So whether you are talking to your physician or a friend, it is important to say what you mean clearly and listen well.

People use many methods to try to figure out what you are saying, or meaning to say. The words that you use are only part of the picture. Experts suggest the degree of understanding what someone else is saying is based on:

- * What you say (words)—7%
- * How you say it (volume, pitch, rhythm, etc.)—38%
- * What your body does (facial expressions, posture, hand position, etc.)—55%



The Word of Faith

"Make your ear attentive to wisdom,
Incline your heart to understanding."

Proverbs 2:2

How to Be Understood

Communicating is a two-fold process: one person speaking and the other listening. You would think that with only two people involved with this task, it would be difficult to mess up! Unfortunately that is not always the case.

The first challenge is that the majority of people think in images. For example if I ask you to think of a 'mountain', what do you think of? The Shenandoah's? The Rocky Mountains? The Alps? Or the letters 'm o u n t a i n'? Rarely do people use letters or words when thinking. The challenge to the speaker is to take his or her images, convert them into words and share them with the listener. The listener then takes those words and converts them into images they understand to interpret what the speaker said. When the speaker and listener have different backgrounds, cultures, and/or languages, it is easy to understand how miscommunications occur.



Steps To Be Understood:

- * Keep it simple ~ unless you know otherwise, assume the listener is not familiar with what you will be sharing
- * Use good manners ~ face the listener straight on, look them in the eye, say please and thank you, allow the listener to ask questions, don't interrupt them or belittle them
- * Have the listener repeat back, in his or her words, what he or she understands the speaker is saying
- * Be careful of slang ~ for example, in the past many people with Diabetes were told they had a 'touch of sugar'. Many people thought that eating sugar caused their Diabetes, and could not understand why they needed to be aware of other types of food, not just pure sugar or candy.

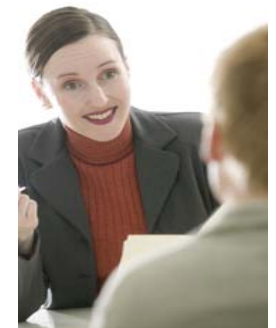
How to Understand

Listening is much more than being in the same room with someone and looking at them while they do all the talking ~ which is defined as the physical skill of hearing. Listening is the ability to make sense of and understand what the speaker means.

Strategies for Effective Listening

- * Listen for main points ~ listen for content, watch for non-verbal signals: eyes, body, face, voice, gestures
- * Focus on the speaker ~ don't let your mind wander
- * Finish listening before you speak ~ don't start composing your response after the first few words of a sentence. Don't finish the speaker's sentence or assume you know where they are going with their thoughts. You can't listen if you are busy thinking about what you are going to say.
- * Repeat back or paraphrase to the speaker ~ for example, when you said 'X', did you mean 'Y'?
- * Remain open ~ don't tune someone out because of looks, mannerisms, etc.

Time is on the listener's side. Most people think four times faster than they speak. So once the speaker is finished, take a deep breath and ask your question or make your statement...you will have listened to the entire statement and will be able to better respond.



Adapted from the [University of Maryland Deep Impact Mission: Communicating, Questioning and Listening](#), and www.infoplease.com.