

# FOCUS

A Herff Jones IMPACT Resource For Advisors November, 2004

## NOVEMBER FOCUS

### *Listening Skills*

#### TEN KEYS FOR EFFECTIVE LISTENING

These keys are a positive guideline to effective listening. They are the heart of developing better listening skills.

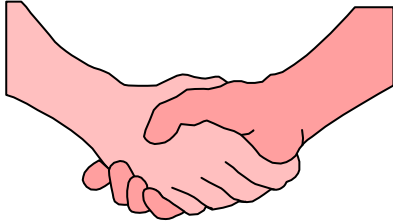
1. **Look and act interested.** The bad listener tunes it out. The good listener pays attention.
2. **Judge content, not delivery.** The bad listener tunes out a poor delivery. The good listener judges content and excuses delivery errors.
3. **Do not argue.** The bad listener wants to get into an argument. The good listener does not judge until comprehension is complete.
4. **Listen for ideas.** The bad listener listens for facts only. The good listener listens for central themes.
5. **Be flexible and patient and try to put the speaker at ease.** The bad listener is impatient and shows it. The good listener gives the speaker time to make his/her points.
6. **Work at listening.** The bad listener fakes the attention. The good listener exhibits active body language.
7. **Do not talk to someone else when you should be listening.** The bad listener talks to others and is easily distracted. The good listener knows how to concentrate.
8. **Exercise your mind and ask questions when appropriate.** The bad listener interrupts the speaker to ask questions. The good listener waits for questions.
9. **Keep your mind open.** The bad listener reacts to emotional words. The good listener interprets emotional words but does not get hung up on them.
10. **Capitalize on the fact that thought is faster than speech.** The bad listener tends to daydream with slow speakers. The good listener anticipates mentally, weighs the evidence, and listens between the lines.

#### IMPROVING YOUR ABILITY TO COMMUNICATE AND LISTEN

1. Know yourself, including your values, attitudes and concerns.
2. Develop an ability to understand, if not accept, other values.
3. Develop an ability to see your own values as important but not necessarily more important than those of others.
4. Develop confidence in your ability to deal with conflict and other interpersonal problems.
5. Be flexible regarding your approaches to different situations.
6. Develop skills in negotiation, especially the ability to explore differences in creative ways. Search for common ground or ways to reconcile what appears to be opposites.

This newsletter is a joint effort of Jackie Burch and Herff Jones, Inc.

7. Learn how to give honest responses to people without insulting them.
8. Try to renew, repair, or re-negotiate relationships.
9. Attempt to restore, renew, or mend damaged relationships.



### ATTENDANCE CONTEST

The purpose of the contest is to encourage good attendance and make school more fun. It is a way to boost school spirit and recognize students.

Each week get a list of students and staff with perfect attendance for the week from the office. Draw the name of one boy, one girl, and one staff member. Give them a prize that has been donated by a business in the area. This is a group activity for your organization. No one person can make it successful. It requires the effort of many people working together to bring success to the project and to the school. Discuss the project with your organization then get the approval of the administration. Set up a committee with a chairperson who are willing to work to make this project a success. Start collecting prizes. Type up a letter of explanation

about the contest to take to local businesses. When a business donates a prize send them a thank you note right away.

Each week when you get the list from the office it will have to separated into boy, girl ,and staff. On the selected day each week draw the names and give out the prizes. Announce the names over the intercom and list them in the school newspaper. Both students and staff will look forward to the announcements each week.

### SKIN THE SNAKE

This exercise is a good energizer at any stage of development. The time is 10-15 minutes. The group size is unlimited. A space large enough to permit unrestricted movement is needed.

1. Have the members line up single file.
2. The person in the front of the line puts his right hand through his legs and takes hold of the left hand of the person behind him. The second person, while holding the right hand of the person in front of him with his left hand, puts his right hand through his legs and takes the left hand of the person behind him.
3. This set continues right down the line.
4. The person at the end of the line, after everyone is holding hands, lies on his

back. The person ahead of him will walk backwards over the person lying down (stepping on either side of the body), still holding hands. As this is happening, the last person standing also lies down.

5. This process continues as the rest of the line proceeds to walk backwards and each person lies on his back, holding hands the whole time with the people directly in front of and behind him.
6. As soon as the whole line is on its back, the process may be reversed until everyone is standing up again and still gripping each other's hands.

*“Advice is what we ask for when we already know the answer but wish did not.”*

*~ Erica Jong*



**HERFF JONES.**

**Herff Jones, Inc.  
4625 W. 62<sup>nd</sup> St.  
Indianapolis, IN 46268**