



INFO SITE:

LISTENING IN THE TIME ZONES

I can never tell you what you said, but only what I heard.

John Powell

LISTEN TO THIS:

The average person spends about 45% of each day listening!

Multiply that percent by the number of years you've been alive. What portion of your life have *you* devoted to listening? Pretty hefty amount of time.

AND LISTEN TO THIS:

Failure to listen *effectively* results in
up to an 80% distortion of ideas.

Everybody knows that listening proficiency is critical to the questioning process—both asking good questions and receiving good answers depend on it. NOT everybody knows that careful listening must occur—

▶ **before asking a question**

▶ **while (during) you are asking a question,**

▶ **after you have asked a question (to fully understand the answer),**

▶ **and to be sure you don't wander into the *seldom-if-ever-zone*.**

HOT TIP

LISTENING and HEARING are different processes.

You *hear* with your ears.

You *listen* with your *mind and your heart*.

(There's a profound difference!)