

# LISTENING FOR HR

## ARE YOU REALLY LISTENING?

### DEFINITIONS

**Active Listening Definitions:** When someone demonstrates that they care about others and what concerns them through listening.

Active listening, doesn't mean you agree with or endorse the other person's position. It simply means you have heard and understood them.

- Agreeing
- Stagehogging
- Selective Listening
- Judging
- Rehearsing
- Problem solving
- Debating
- Daydreaming

### SOLUTIONS RECAP

Ask: "Am I listening like a partner right now or a critic?"

Do not listen with the intent to reply, but with the intent to understand.

Talking-to-listening ratio (25/75%)

Deeper, Probing Questions for Better Listening

### HR CERTIFICATE PROGRAM

PSU CENTER FOR EXECUTIVE  
& PROFESSIONAL DEV.

<https://www.pdx.edu/professiona-l-education/human-resource-management-certificate-program>

**Format:** Delivered in a virtual format with live ZOOM sessions and an online learning platform

**Frequency:** 4 times per year (Winter, Spring, Summer, & Fall)

**Length:** Six, 1 week-long classes; workload for each class is 15 hours

Learn more about PSU CEPE's Human Resource Management Certificate program here!



# SOLUTIONS RECAP

## PROBING QUESTIONS FOR BETTER LISTENING

- Could you please tell me more about . . . ?
- I'm not quite sure I understood. Could you tell me more about that?
- I'm not certain what you mean by . . . Could you give me some examples?
- Could you tell me more about your thinking on that?
- You mentioned . . . Could you tell me more about that? What stands out in your mind about that?
- This is what I thought I heard . . . Did I understand you correctly?
- What I hear you saying is . . .
- Can you give me an example of . . . ?
- What makes you feel that way?
- You just told me about . . . I'd also like to know about . . .



## DEEPER DIVE | FURTHER RESOURCES

### LISTENING SKILLS FROM SHRM

[HTTPS://WWW.SHRM.ORG/HR-TODAY/NEWS/HR-MAGAZINE/PAGES/0315-LISTENING-SKILLS.ASPX](https://www.shrm.org/hr-today/news/hr-magazine/pages/0315-listening-skills.aspx)

### 8 WAYS TO BECOME AN EXCEPTIONAL LISTENER [HTTPS://WWW.SHRM.ORG/HR-](https://www.shrm.org/hr-today/news/hr-magazine/book-blog/pages/8-ways-to-become-an-exceptional-listener.aspx)

[TODAY/NEWS/HR-MAGAZINE/BOOK-BLOG/PAGES/8-WAYS-TO-BECOME-AN-EXCEPTIONAL-LISTENER.ASPX](https://www.shrm.org/hr-today/news/hr-magazine/book-blog/pages/8-ways-to-become-an-exceptional-listener.aspx)



Oregon SHRM 2023 Fall Conference Tickets, Thu, Nov 2, 2023 at 7:30 AM | Eventbrite