

## **ARE YOU A GOOD LISTENER?**

**FOCAL PASSAGE:** Heb. 5:11 & James 1:19a

**BIBLICAL TRUTH:** God wants us to be good listeners that's why He gave us one mouth and two ears.

**BUSINESS IMPACT:** A company that listens is a company that will grow & prosper.

**Hebrews 5:11** *Concerning him we have much to say, and it is hard to explain, since you have become dull of hearing.*

**James 1:19a** *My dear brothers, take note of this. Everyone should be quick to listen, slow to speak.*

Eighty percent of effective communication is good listening.

Most of the time we are so tuned in on what we are going to say we forget to listen to the other person, that's why we can't remember the names of the people that we are introduced to.

When someone is talking to us we need to focus on that person and try to make eye contact and remove all distractions.

And if you didn't hear the whole conversation ask them to repeat it, you could be missing something very important.

One mistake I have seen often is a person looks like they are not listening but they truly are and the person doing the talking can get their feelings hurt because it looks like they are being ignored. This is not a good practice.

When a customer, employee, or client is talking we need to give them our full attention, who knows we might even learn a thing or two.

“ Most of the successful people I've known are the ones who do more listening than talking.”

Bernard Baruch

The effects of really good listening can be dramatic. These effects include the satisfied customer who will come back, the contented employee who will stay with the company, the manager who has the trust of his staff, and the salesman who tops his quota.

-- John L. DiGaetani--

**Pray**—that God will give us the skill and gift of being a good listener.