



Receiver Apprehension & Listener Style Retention

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Land Acknowledgement

Today, the University of North Dakota rests on the ancestral lands of the Pembina and Red Lake Bands of Ojibwe and the Dakota Oyate - presently existing as composite parts of the Red Lake, Turtle Mountain, White Earth Bands, and the Dakota Tribes of Minnesota and North Dakota.

We acknowledge the people who resided here for generations and recognize that the spirit of the Ojibwe and Oyate people permeates this land. As a university community, we will continue to build upon our relations with the First Nations of the State of North Dakota - the Mandan, Hidatsa, and Arikara Nation, Sisseton-Wahpeton Oyate Nation, Spirit Lake Nation, Standing Rock Sioux Tribe, and Turtle Mountain Band of Chippewa Indians.

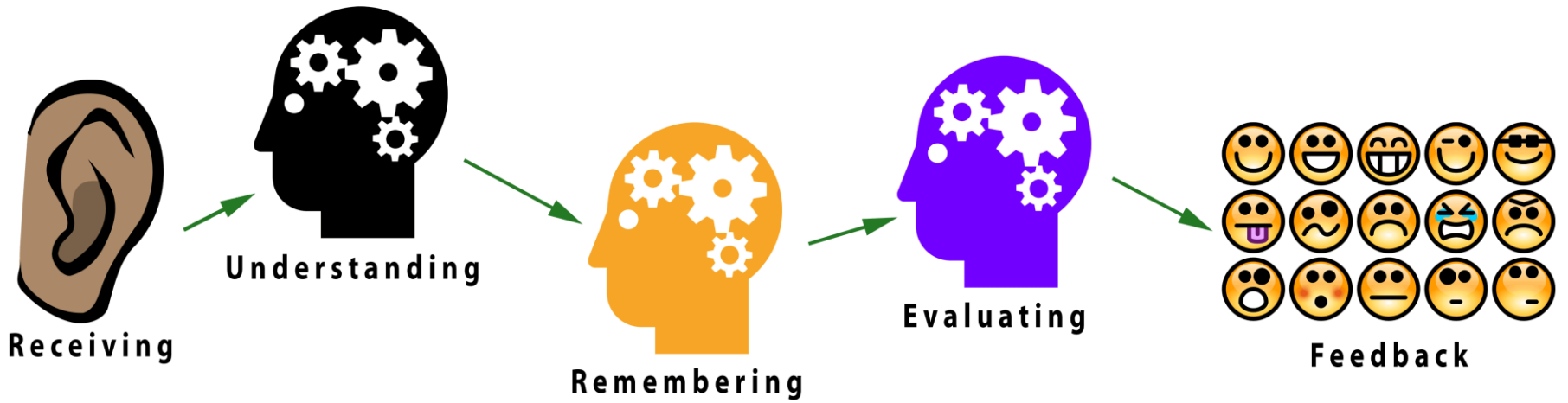
Soft Skills

- Listening
- Communication
- Diplomacy
- Relationship building

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ANXIETY – 1 in 4





RECEIVER APPREHENSION

A form of anxiety defined as the fear of misinterpreting or inadequately processing incoming messages that affects cognition, and learning and understanding, along with an inability to adjust psychologically to the messages being received.



- Under confidence
- Over confidence
- Time



LISTENING STYLES

The attitudes, beliefs, and predispositions about the how, where, when, who, and what of the information reception and encoding process.



LISTENING STYLES

The attitudes, beliefs, and predispositions about the how, where, when, who, and what of the information reception and encoding process.

- People
- Action
- Content
- Time

People Oriented Listeners

- Least anxious style
- Animated
- Relational Listeners
- Hunches

People Oriented Listeners

- Least anxious style
- Animated
- Relational Listeners
- Hunches
- Intuition, Perception, & Feelers
- Human elements instead of technical
- Positive interactions

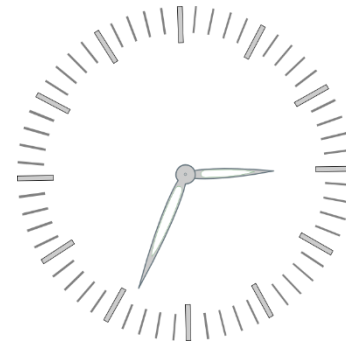


Be Aware

- Opposite effects
- Mitigation
 - Emotional expression
 - Tone of voice
 - Patience / Silence

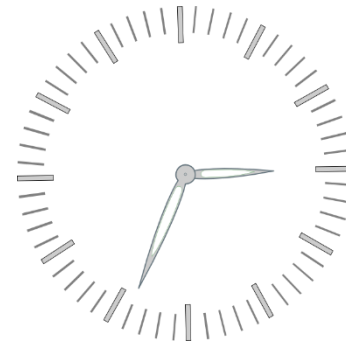
Time Oriented Listeners

- Judges
- Quick decisions



Time Oriented Listeners

- Press for closure
- Will tell you time limits
- Interrupt
- Non-verbal cues
- Judgers
- Quick decisions



Be Aware

- Credibility Connection
 - Liked
 - Identified with
 - Cared for
- Nonverbal immediacy
 - Smiling
 - Vocal variety
 - Gestures
 - Eye contact

Action / Task Oriented Listeners

- Organized action
- Listening = transaction
- Disorganization
 - Critical
 - Frustrated
 - Impatient
 - Focus on inconsistencies



Action / Task Oriented Listeners

- Organized action
- Listening = transaction
- Disorganization
 - Critical
 - Frustrated
 - Impatient
 - Focus on inconsistencies
- Sensing
- Focus on
 - Real
 - Immediate
 - Practical
 - Observable by the senses
 - Stimulus

Be Aware

- No lengthy discussions
- Direct messages
- Disorganization
- Critical
- Increased involvement in process

Content Oriented Listeners

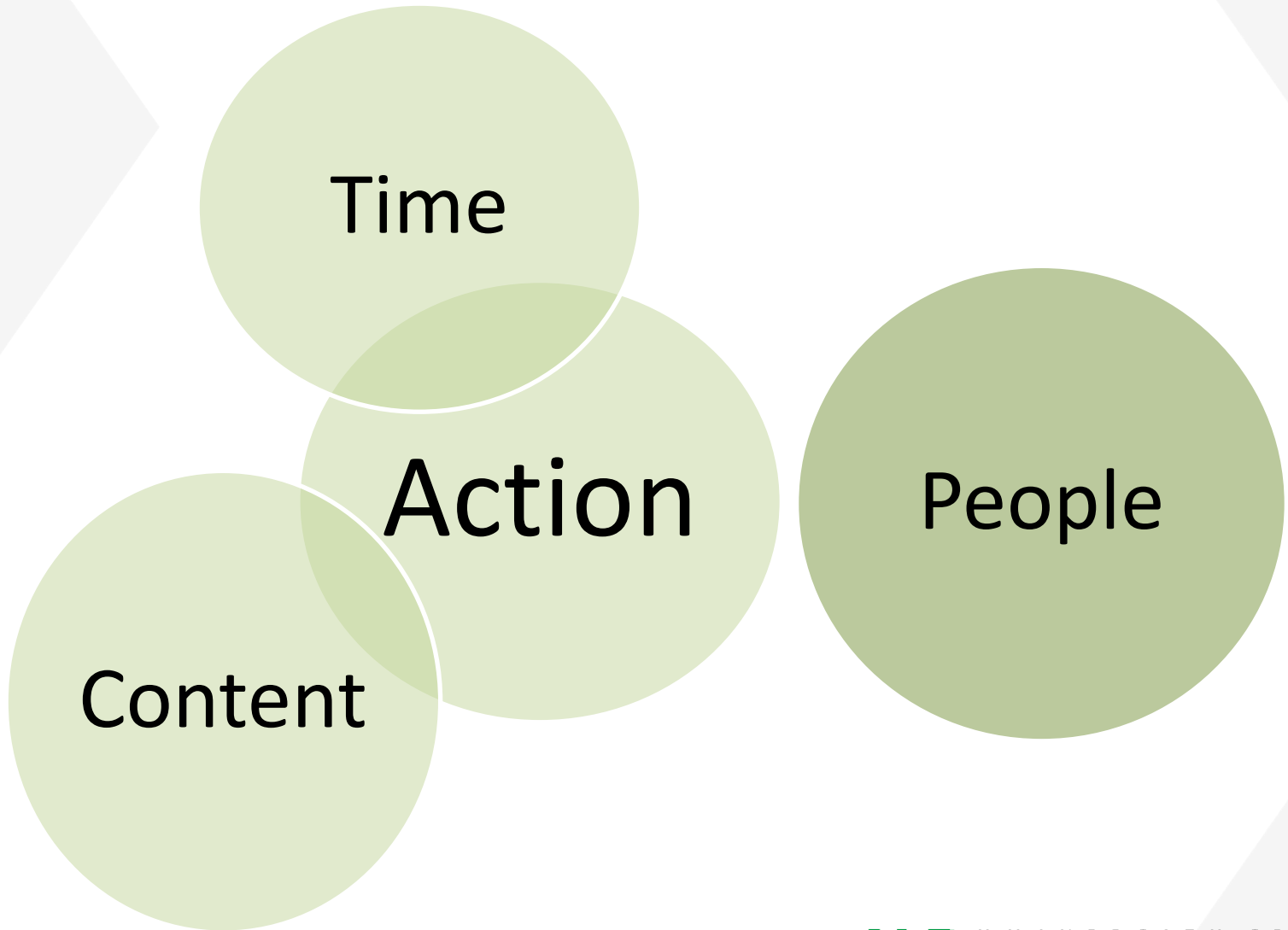
- Analytical
- Content focused
- Withhold judgment
- Credible sources

Content Oriented Listeners

- Analytical
- Content focused
- Withhold judgment
- Credible sources
- Thinkers & Perceivers
- Emotionally detached

Be Aware

- Forcing decisions
- Trouble processing / second guessing
- Wait time



Time

Action

People

Content

Taking a Trip



Taking a Trip

People = common interests



Taking a Trip

People = common interests

Action = purpose



Taking a Trip

People = common interests

Action = purpose

Content = all the details



Taking a Trip

People = common interests

Action = purpose

Content = all the details

Time = to the point



Other Causes

- Visibility
- Noise distractions
- Cultural / diversity considerations
- Gender
- Age

What do we do?

- EDI
- Positive body responses
- Pacing
- Different types of interactions
- Listen as well as speak

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