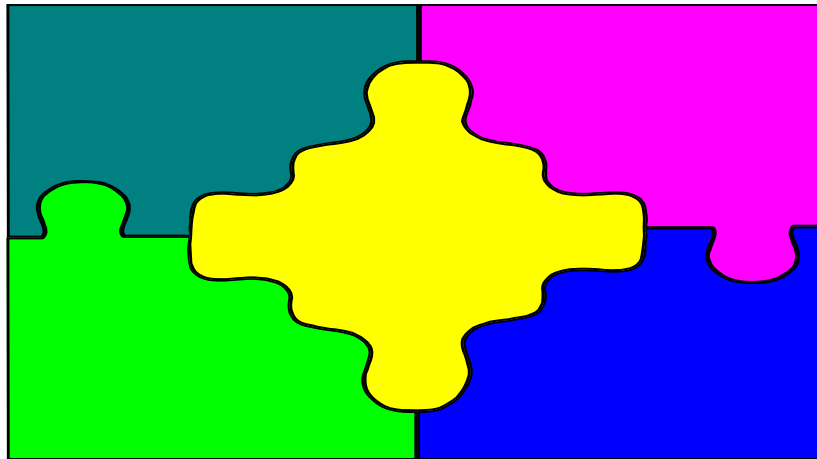




CO2 TRAINING:



“BLOCKS TO LISTENING”



FACILITATOR: CH(CPT) JOE HUGHES

12 BLOCKS TO LISTENING:

1. COMPARING

- ALWAYS TRYING TO ASSESS WHO IS SMARTER, MORE COMPETENT, MORE EMOTIONALLY HEALTHY...YOU OR THE OTHER.
- FOCUS ON WHO HAS SUFFERED MORE/WHO'S A BIGGER VICTIM.
- WHILE SOMEONE'S TALKING, YOU THINK TO YOURSELF:
“Could I do it that well?...I've had it harder, he doesn't know what hard is...I earn more than that...My kids are so much brighter.”

2. MIND READING

- DOESN'T PAY ATTENTION TO WHAT PEOPLE SAY.
- TRYS TO FIGURE OUT WHAT THE OTHER PERSON IS *REALLY* THINKING AND FEELING.



MIND READING (Continued):

- PAYS LESS ATTENTION TO WORDS THAN TO INTONATIONS/SUBTLE CUES IN AN EFFORT TO SEE THROUGH TO THE TRUTH.



PEOPLE SEE WHAT THEY WANT TO SEE



PARIS
IN THE
SPRING



BIRD
IN THE
HAND



ONCE
IN A
LIFETIME

HOW COULD YOU HAVE INTERPRETED THE INSTRUCTIONS?

- Spring the in Paris; Hand the in Bird; Lifetime in a Once.
- Lifetime in a Once; Hand the in Bird; Spring the in Paris.
- “In reverse order, what you have read.”

3. REHEARSING

- YOU DON'T HAVE TIME TO LISTEN WHEN YOU'RE REHEARSING WHAT TO SAY.
- YOU HAVE TO *LOOK* INTERESTED, BUT YOUR MIND IS GOING "A MILE A MINUTE" BECAUSE YOU'VE GOT A STORY TO TELL, OR A POINT TO MAKE.
- SOME PEOPLE REHEARSE WHOLE CHAINS OF RESPONSES: *"I'll say, then he'll say, then I'll say,"* AND SO ON.

4. FILTERING

- LISTEN TO SOME THINGS & NOT OTHERS.**
- AVOID HEARING CERTAIN THINGS, PARTICULARLY ANYTHING THREATENING, NEGATIVE, CRITICAL, OR UNPLEASANT.**
- IT'S AS IF THE WORDS WERE NEVER SAID: YOU SIMPLY HAVE NO MEMORY OF THEM.**

EMOTIONAL FILTERS

- PAST EXPERIENCES (POSITIVE & NEGATIVE) **COLOR** THE WAY YOU LOOK AT LIFE AND SHAPE YOUR EXPECTATIONS.
- TRAUMAS/INCIDENTS FROM CHILDHOOD MAKE YOU TEND TO *REACT STRONGLY* WHENEVER YOU PERCEIVE YOU ARE IN A SIMILAR SITUATION.
- WHEN WE HAVE NOT WORKED THROUGH STRONG PAST EMOTIONAL EXPERIENCES, WE TEND TO *“FILTER”* WHAT OTHERS SAY THROUGH THOSE EXPERIENCES.

EXAMPLES OF FILTERING:

- **PREOCCUPIED W/CERTAIN TOPICS.**
- **PARTICULAR SUBJECT MAKES YOU DEFENSIVE.**
- **FREQUENTLY PROJECTING YOUR POINT OF VIEW ONTO OTHERS.**

*“A man with a toothache
cannot be in love.”*

-Sigmund Freud

5. JUDGING

- USING NEGATIVE LABELS**
- “KNEE-JERK REACTION” LISTENING**

6. STEREOTYPING

- HEARING WHAT WE EXPECT RATHER THAN WHAT ANOTHER PERSON ACTUALLY SAYS**

THINGS I'D LIKE TO HEAR...BUT WON'T:

- FROM MY AUTO MECHANIC:

“That part is much less expensive than I thought.”

“You could get that done more cheaply at the garage down the street.”

“It was just a loose wire. No charge.”



- **FROM A STORE CLERK:**

“The computerized cash register is down. I’ll just add up your purchases with a pencil & paper.”

“Ill take a break after I finish waiting on these customers.”



- **FROM A STORE CLERK:**

“We’re sorry we sold you defective merchandise. We’ll pick it up at your home and bring you a new one or give you a complete refund, whichever you prefer.”



• **FROM A CONTRACTOR:**

“Whoever worked on this before sure knew what he was doing.”

“I think I came in a little high on that estimate.”



• **FROM THE DENTIST:**

“I think you’re flossing too much.”

“I won’t ask you any questions until I take the pick out of your mouth.”



• FROM A RESTAURANT SERVER:

“I think it’s presumptuous for a waiter to volunteer his name, but since you ask, it’s Tim.”

**“I was slow and inattentive.
accept any tip.”**

I cannot



7. DAY DREAMING

- **HALF-LISTENING.**
- **PRONE TO DREAMING WHEN BORED OR ANXIOUS.**
- **DREAMING A LOT WITH CERTAIN PEOPLE =A LACK OF COMMITMENT TO KNOWING OR APPRECIATING THEM.**
- **IT'S A STATEMENT THAT YOU DON'T VALUE WHAT THEY HAVE TO SAY.**

DAY DREAMING EXAMPLE

WIFE: Dear, the plumber didn't make it in time to fix the leak by the hot water heater today.

HUSBAND: Uh-huh.

WIFE: So the pipe burst and flooded the basement.

HUSBAND: Quiet. It's third down and goal to go.

WIFE: Some of the wiring got wet and almost electrocuted Fluffy.

HUSBAND: Oh, no, they've got a man open. Shoot! Touchdown.

WIFE: The Vet says he'll be better in a week.

HUSBAND: Can you get me something to eat?

WIFE: The plumber finally came and said that he was happy our pipe broke because now he can afford to go on vacation.

HUSBAND: Aren't you *listening*? I said I'm hungry!

WIFE: And, Stanley, I'm leaving you. The plumber and I are flying to Acapulco in the morning.

HUSBAND: Can't you please stop all that yakking and get me something to eat? The trouble around here is that nobody ever listens to me.

9. IDENTIFYING

- TAKE EVERYTHING A PERSON TELLS YOU AND REFER IT BACK TO YOUR OWN EXPERIENCE.**
- YOU LAUNCH INTO YOUR STORY BEFORE THEY CAN FINISH THEIRS.**
- EVERYTHING YOU HEAR REMINDS YOU OF SOMETHING THAT YOU'VE FELT, DONE, OR SUFFERED.**

10. ADVISING:

YOU ARE THE.....

- **GREAT PROBLEM-SOLVER.**
- **READY W/HELP & SUGGESTIONS.**
- **DON'T HAVE TO HEAR MORE THAN A FEW SENTENCES BEFORE YOU BEING SEARCHING FOR THE RIGHT ADVISE.**
- **"COOKING UP" SUGGESTIONS.**
- **DIDN'T HEAR THE FEELINGS, DIDN'T ACKNOWLEDGE THE PERSON'S PAIN.**

11. SPARRING

- ARGUE & DEBATE W/PEOPLE.
- OTHER PERSON NEVER FEELS HEARD BECAUSE YOU'RE SO QUICK TO DISAGREE.
- YOU TAKE STRONG STANDS; VERY CLEAR ABOUT YOUR BELIEFS/PREFERENCES.

2 SUBTYPES OF SPARING:

- THE PUT-DOWN: USING ACERBIC OR SARCASTIC REMARKS TO DISMISS THE OTHER PERSON'S POINT OF VIEW.

- DISCOUNTING: RUN YOURSELF DOWN WHEN YOU GET A COMPLIMENT: OTHER PERSON NEVER FEELS SATISFIED THAT YOU REALLY HEARD HIS APPRECIATION...AND HE'S RIGHT...YOU DIDN'T.

12. BEING RIGHT

- GOING TO ANY LENGTHS (TWIST FACTS, START SHOUTING, MAKE EXCUSES/ACCUSATIONS, CALL UP PAST SINS) TO AVOID BEING WRONG.**
- CAN'T LISTEN TO CRITICISM.**
- CAN'T BE CORRECTED.**
- CAN'T TAKE SUGGESTIONS FOR CHANGE.**

- **YOUR CONVICTIONS ARE UNSHAKABLE.**
- **SINCE YOU CAN'T ACKNOWLEDGE THAT YOUR MISTAKES ARE MISTAKES, YOU JUST KEEP MAKING THEM.**

13. DERAILING

- **SUDDENLY CHANGING THE SUBJECT**
- **“JOKING IT OFF”** (Continually respond to whatever is said with a joke or quip in order to avoid the discomfort or anxiety in seriously listening to the other person).

14. PLACATING

“Right...Right....Absolutely...I know...Of course you are...Incredible...Yes...Really?”

- YOU WANT TO BE NICE, PLEASANT, SUPPORTIVE. YOU WANT PEOPLE TO LIKE YOU, SO YOU AGREE WITH EVERYTHING.
- YOU MAY HALF-LISTEN, JUST ENOUGH TO GET THE DRIFT, BUT YOU’RE NOT REALLY INVOLVED.
- YOU ARE PLACATING RATHER THAN TUNING IN & EXAMINING WHAT’S BEING SAID.

ASSESSING YOUR LISTENING BLOCKS:

- **LOOK AT YOUR PATTERN OF BLOCKING. ARE YOU BLOCKING MORE AT HOME OR AT WORK; WITH SAME-SEX OR OPPOSITE-SEX FRIENDS?**
- **DO CERTAIN PEOPLE OR SITUATIONS TRIGGER BLOCKING?**
- **DO YOU RELY MOSTLY ON ONE KIND OF BLOCKING, OR DO YOU USE DIFFERENT BLOCKS WITH DIFFERENT PEOPLE & SITUATIONS.**

**FOR SIGNIFICANT PEOPLE IN YOUR LIFE, WRITE DOWN THE LISTENING
BLOCKS YOU TYPICALLY USE:**

WORK:

SUPERVISOR:

CO-WORKERS:

SUBORDINATES:

RELATIVES:

MOTHER:

FATHER:

SIBLINGS:

TO HELP SYSTEMATIZE YOUR EXPLORATION OF BLOCKING, RESERVE A DAY TO DO THE FOLLOWING 5 STEPS. NOTE THAT THE GOAL OF THIS EXERCISE ISN'T TO ELIMINATE LISTENING BLOCKS, BUT TO INCREASE YOUR AWARENESS OF HOW & WHEN YOU ENGAGE IN BLOCKING:

1. Select your most commonly used block _____
2. Keep a tally sheet: How many times did you use the block in one day? _____
3. With whom did you use the block most? _____
4. What subjects or situations usually triggered the block? _____

5. When you started to block, how were you feeling? (Circle everything that applies.)

BORED

ANXIOUS

IRRITATED

HURT

JEALOUS

FRUSTRATED

RUSHED

DOWN

CRITICIZED

EXCITED

PREOCCUPIED

ATTACKED

TIRED

Other _____

AFTER GAINING MORE AWARENESS, YOU MAY WANT TO CHANGE SOME OF YOUR BLOCKING BEHAVIOR. RESERVE ANOTHER 2 DAYS FOR THE FOLLOWING EXERCISE:

- 1. Select one significant person you'd like to stop blocking_____**
- 2. Keep a tally sheet: How many times did you block them on one day?_____**

- 3. What blocks did you use?_____**
- 4. What subjects or situations usually triggered the blocks?_____**
- 5. On day two, consciously avoid using your blocking gambits with the target person. Try paraphrasing instead. Make a real commitment to listening. Notice & write down how you feel and what happens when you resist blocking. (NOTE: Don't expect miracles. If you have a 50% reduction in blocking, that's success!)**