

Most people..

do not listen with the *intent to understand*“
they listen with the **intent to reply.**”

**Stephen R Covey –
Author of Seven Habits of Highly Effective People**



Hearing is the physical ability, while listening is a skill.

Listening skills allow one to make sense of and understand what another person is saying... *the meaning behind the words.*

Good listening skills make people more productive by doing things first time right, less stress, improved relationships, improved customer delight etc.,