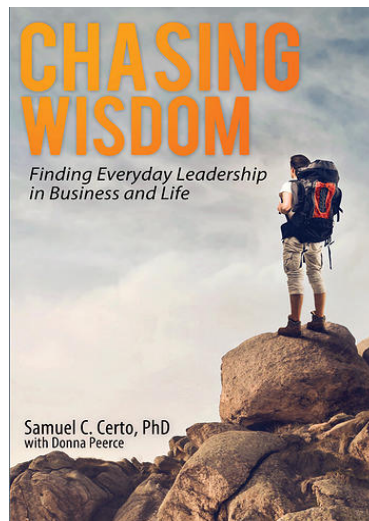


# STUDY GUIDE

## Chapter 8: Listening



YOUR NAME: \_\_\_\_\_

YOUR EMAIL ADDRESS: \_\_\_\_\_

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# Listening

(Chapter 8)

Directions: You have now finished reading “Listening” – the eighth chapter in *Chasing Wisdom: Finding Everyday Leadership in Business and Life*. The following activities will help you to review and internalize key points within the chapter. Performing these activities thoughtfully will help you to chase wisdom effectively on your journey to becoming a wiser leader. You will surely enjoy the video exercise: “**Out of the Box Thinking...Ray Ramono Listens Actively.**”

## Exercise 1: Opening Verse (p. 181) – Fill in the Blanks

Wise men and women are always \_\_\_\_\_, always \_\_\_\_\_ for fresh insights.

Proverbs 18:15 (The Message)

What does this verse mean?

How can you use the meaning of this verse to help you become a wiser leader?

**Exercise 2. Brian's Adventure of Value and Quality for Friends (p. 182)**

What is the main lesson you've learned from Brian's Adventure of Value and Quality for Friends about YOU becoming a wiser business leader?

**Exercise 3. What is a powerful listener? (p. 185)**

A powerful listener is a listener who avoids \_\_\_\_\_ when \_\_\_\_\_ to another.

Describe wise leadership based upon YOUR understanding of a powerful listener.

**Exercise 4. Key Quote (p. 194)**

*“The Active Listener inquires about, or acknowledges, overt or underlying feelings that seem to be reflected or projected within a message.”*

What can you do to become a wiser leader based upon this quote?

**Exercise 5. Question for Reflection (p. 191 )**

Is it important to understand that your body language sometimes can contradict the meaning of the words that you speak? Explain.

**Exercise 6. What Else (entire chapter)**

What other advice based upon this chapter will help you to be a wiser leader?

**Exercise 7. Out of the Box Thinking:**

**Ray Ramono Listens Actively**

“EVERYBODY LOVES RAYMOND” is an American television sitcom that includes episodes based upon real-life experiences of Ray Ramono, the main star of the series. The show highlights the life of Raymond Barone, an Italian-American sportswriter who lives with his family in Long Island. This exercise features a YouTube clip from an episode in which Ray shows his wife, Debra, how to actively listen to their daughter, Ally. The clip is hilarious. You will enjoy it!

*Click this box to view Ray’s conversation with Debra:*

Ray Shows Debra How to Actively Listen

After viewing the video, thoughtfully respond to the following question(s):

*Based upon the video, what specific steps could you add to the way you listen to become a more effective listener in your organization?*

**Exercise 8. YOU and Your Chase (p. 199)**

Review the “tips” in this section for becoming a wiser leader. Which “tip” seems most relevant for YOU in your business or life situation?

Why?

If you can think of a “tip” not in this section, please share it.

**Exercise 9. Just a Few Facts**

Fill in your answers below in the blank spaces. Check your answers on the next page.

1. A speaker should be careful not to be \_\_\_\_\_ to \_\_\_\_\_.
2. A speaker’s \_\_\_\_\_ should not be too \_\_\_\_\_.
3. Active listeners \_\_\_\_\_ the speaker’s \_\_\_\_\_ to affirm that the message sent was accurately \_\_\_\_\_ or \_\_\_\_\_.
4. Listen with full \_\_\_\_\_.
5. Listen for \_\_\_\_\_.
6. Slow \_\_\_\_\_. Let there be \_\_\_\_\_ in the conversation.
7. Listening is a science and not an art.  
True \_\_\_\_\_ False \_\_\_\_\_ (mark correct answer with an “x”)

**Answers:**

**Exercise 1. Opening Verse: learning, listening**

**Exercise 3. What is a powerful listener? Distractions, listening**

**Exercise 4.**

**Exercise 9. Just a Few Facts**

- 1. Speaking, softly (p. 190)**
- 2. Message, complex (p. 191)**
- 3. Repeat, message, heard, received (p. 193)**
- 4. Attention (p. 197)**
- 5. Intent (p. 201)**
- 6. Down, silence (p. 201)**
- 7. F (p. 201)**