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Reference Diversity: Listening In A Crisis

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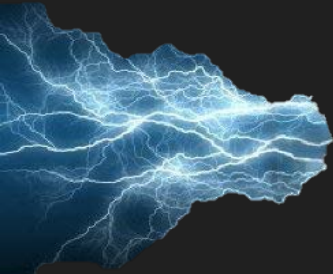
REFERENCE DIVERSITY



Listening In A Crisis

Presented by: Kay Coates



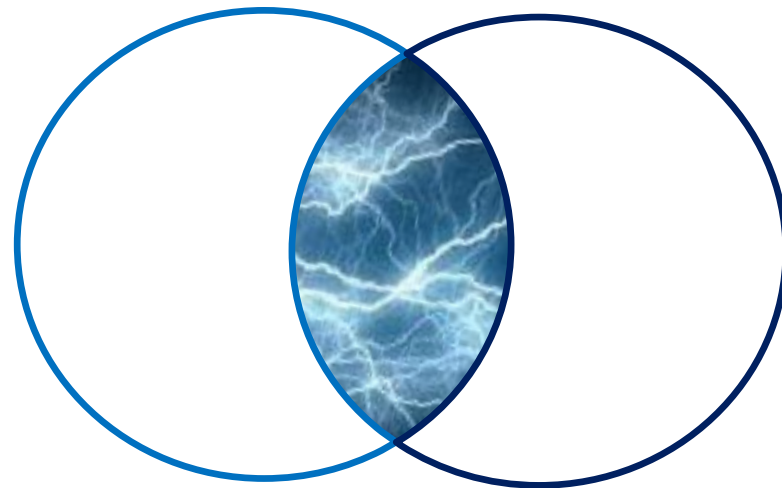


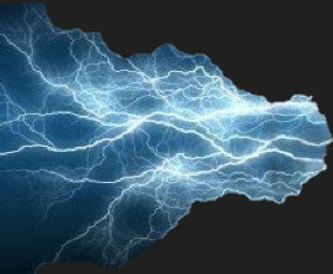
ACKNOWLEDGE THE PEOPLE & THE SITUATION

Start the
Conversation

“The strength of our nation is the
diversity of its people.”

- *American Library Association*





MAKE EVERY EFFORT TO LISTEN

Pay
Attention

“As a reference librarian a great volume of my work focuses on listening to patrons and responding to their needs.”

- Kay Coates





MAKE EVERY EFFORT TO LISTEN

Pay
Attention

Listening is an active process that requires intentional effort.

- Hearing vs. Listening
- Are you aware of your listening profile?
- What happens when we refrain from listening?



Listening Profile

The questions below correspond to each of the six listening components in HURIER: Hearing, Understanding, Remembering, Interpreting, Evaluating, and Responding. Before answering the questions, first guess which of the six you will do best at. In which area will you likely score lowest? Now respond to the following prompts gauging your listening behavior on a five-point scale (1 = almost never, 2 = infrequently, 3 = sometimes, 4 = often, 5 = almost always).

_____ 1. I am constantly aware that people and circumstances change over time.

_____ 2. I take into account the speaker's personal and cultural perspective when listening to him or her.

_____ 3. I pay attention to the important things going on around me.

_____ 4. I accurately hear what is said to me.

_____ 5. I understand the speaker's vocabulary and recognize that my understanding of a work is likely to be somewhat different from the speaker's.

_____ 6. I adapt my response according to the needs of the particular situation.

_____ 7. I weigh all evidence before making a decision.

_____ 8. I take time to analyze the validity of my partner's reasoning before arriving at my own conclusion.

_____ 9. I can recall what I have heard, even when in stressful situations.

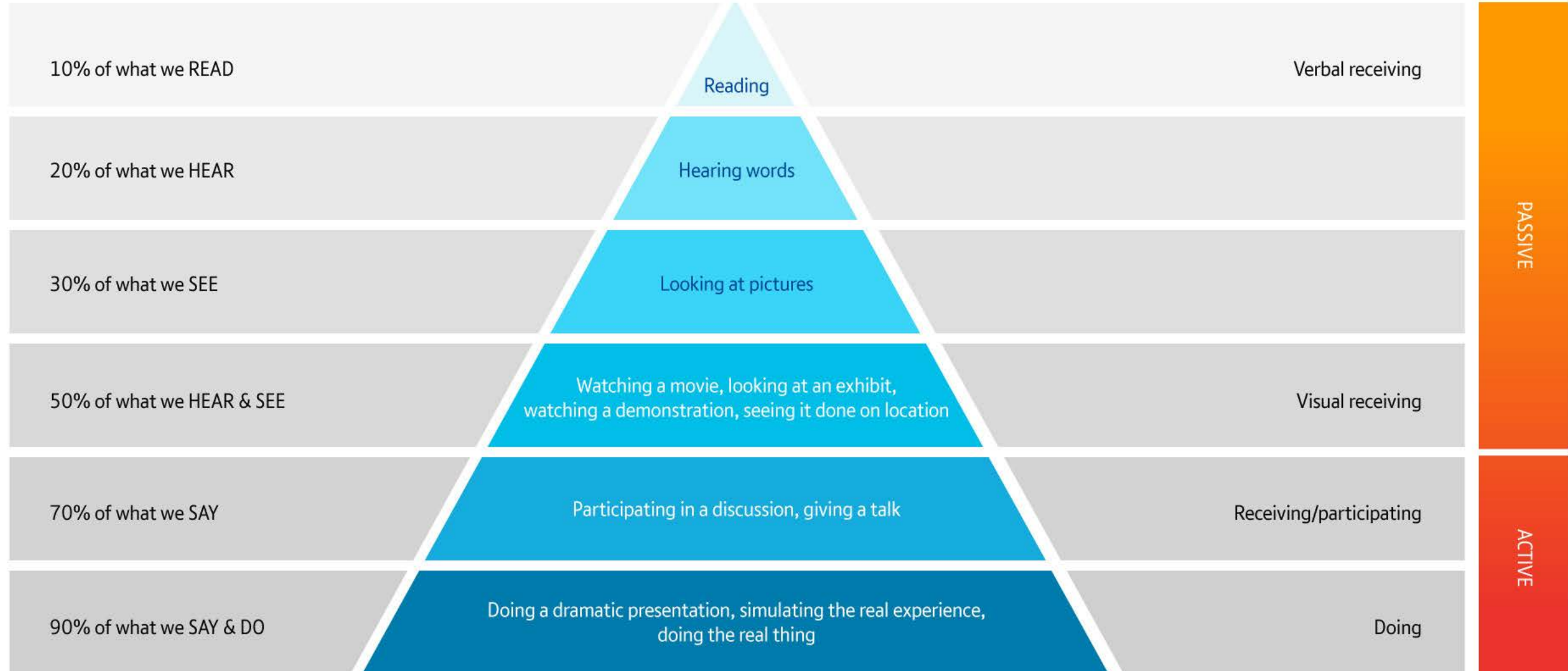
_____ 10. I enter communication situations with a positive attitude.

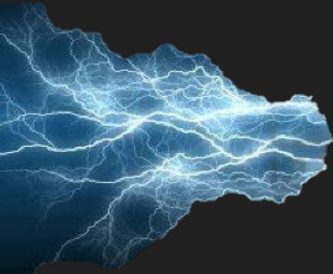
CONE OF LEARNING

(EDGAR DALE)

After 2 weeks, we tend to remember:

Nature of involvement





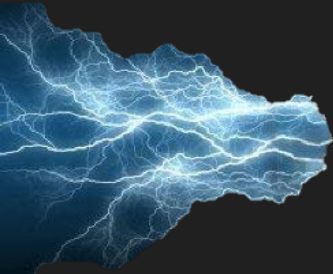
WHAT WE COMPREHEND

Engage & Commit



“With that being said...”





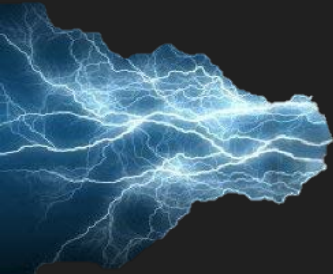
WHAT WE UNDERSTAND

Engage &
Commit

Interpret the input (sound, vocabulary, language) and determine how to use it.

- Message of the speaker
- Body language
- Memory





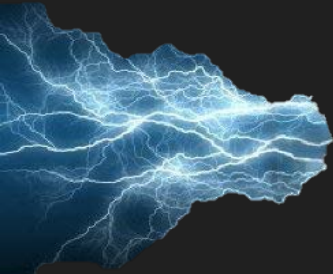
HOW WE PARTICIPATE

Seek
Resolution

Aurally assimilate the 'facts' and contextualize.

- What is the value?
- Critical assessment
- Information literacy





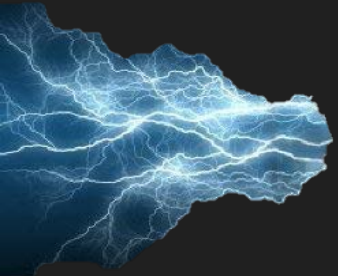
BEYOND THE LOBES

Take
Action

Consider the impact and respond.

- Avert communication barriers
- Open channels AND access resources
- Communicate plan AND provide instruction





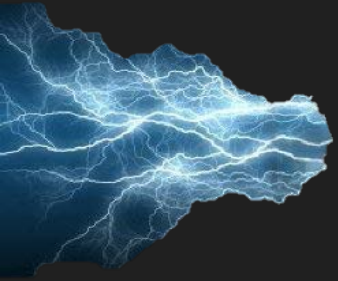
NOTICE: "WAIT, WHAT?"

Reflect &
Reference

Note the reception and better prepare...

- Obtain feedback
- Take record
- Share best practices





TUNE IN UNTIL THE END

Thank
You!

“Listening: the process of receiving, constructing meaning from, and responding to spoken and/or non-verbal messages.”

- International Listening Association

QUESTIONS ?





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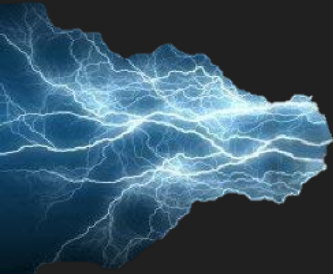
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