

## Listening Skills Resources

### Books

Bolton, Robert PhD. *People Skills: How to Assert Yourself, Listen To Others, and Resolve Conflicts*. Simon & Schuster, 1979.

Nichols, Michael P. PhD. *The Lost Art of Listening: How Learning to Listen Can Improve Relationships*. The Guilford Press, 2009

Sheldrick-Ross, Catherine and Kirsti Nilsen. *Communicating Professionally. A How –To-Do-It Manual for Librarians*. Neal-Schuman, 2013.

White, Jon F. and Alexandra Taketa. *What You Don't Know About Listening Could Fill A Book*. Jon White and Alexandra Taketa, 2014.

### Articles

How Good are Your Listening Skills? Listening Quiz

<https://www.mindtools.com/pages/article/listening-quiz.htm>

Listening is a Leader's Most Important Skill

<https://www.td.org/Publications/Blogs/Management-Blog/2014/07/Listening-Is-a-Leaders-Most-Important-Skill>

MacLeod, Les. "Listening: More than What Meets the Ear." *Physician Leadership Journal*. 2016, July/August, p14-19.

Keyser, John. "Active Listening Leads to Business Success." *T+ D*. July 2013, p26-28

Carmichael, Sarah Green. "Everything You Need to Know About Becoming a Better Listener." *Harvard Business Review*. February 06, 2015, p2-4.

Zenger, Jack and Joseph Folkman. "What Great Listeners Actually Do." *Harvard Business Review*. July 14, 2016, p2-5.

Rane, D.B. "Good Listening Skills Make Efficient Business Sense." *The IUP Journal of Soft Skills*, Vol. V, No. 4, 2011, p43-51.

10 Irritating Listening Habits

<http://www.listen.org/Habits>

Empathic Listening: Going Beyond Active Listening

<https://www.mindtools.com/CommSkill/EmphaticListening.htm?>

Mindful Listening: Developing Awareness to Listen Fully

<https://www.mindtools.com/pages/article/mindful-listening.htm>

10 Steps to Effective Listening

<https://www.forbes.com/sites/womensmedia/2012/11/09/10-steps-to-effective-listening/#fc10f4b38918>

Active Listening: Hear What People are Really Saying

<https://www.mindtools.com/CommSkill/ActiveListening.htm?>

## **Websites**

International Listening Association

<http://www.listen.org/>

Public Speaking Tips

<http://www.speaking-tips.com/Listening-Skills/>