

*Habit 5: Seek First To  
Understand, Then To Be  
Understood*

**By: Keaton Steele, Grace & Hannah Reagan**

**“Before I can  
walk in another’s  
shoes, i must first  
remove my own”**

What is Habit 5?

Understand the problem  
before you try and fix the  
problem

See things in others point  
of view and then share  
your point of view

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# Why is this the key to communication

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- ❑ People will not open up about deep and personal issues if they are getting judged from your viewpoint and not looking at the situation with an open mind
- ❑ Once someone is comfortable around you they will be open up more to your influences
- ❑ Example: Eating disorders, doctors, **Derek Black**

# 5 Poor Listening Styles

- ❑ Spacing Out: we ignore and our brain wanders out to our own thoughts
- ❑ Pretending to listen: you are not listening but pretend you are by using short comments such as “yeah”, “uh-huh”
- ❑ Selective listening: only pay attention to what interests us and changing the conversation to being about us
- ❑ Word listening: we only listen to the words being said but not the body language it is expressed in
- ❑ Self Centered listening: we see everything through our own point of view assuming they feel the same way

# 3 Typical Responses When We Listen From Our Point of View

1. Judging: make assumptions about them when they just want to be heard
2. Advising: give advice from our own experiences in our life not their lives
3. Probing: pulling out more emotions than they are ready to share

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# Genuine Listening

How does genuine listening compare to absent listening?

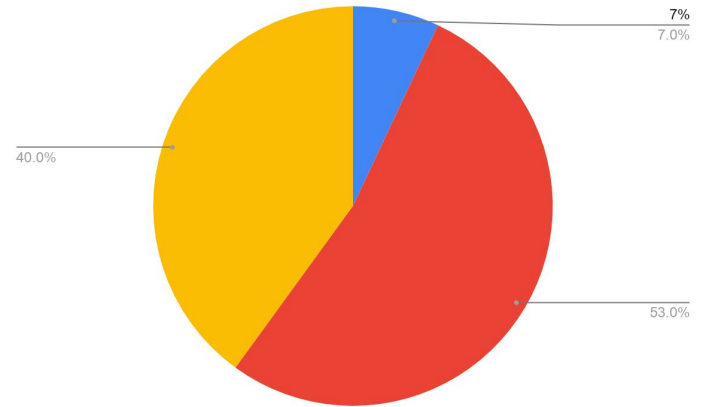
- ❑ The act of hearing, understanding, and engaging in a conversation
- ❑ Genuine Listening vs. Absent listening
- ❑ Three parts to Genuine Listening



# 1. Listen with Ears, Heart, and Eyes

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- Sometimes, conversations over text can spiral out of control due to simple miscommunication
- This is because listening involves more than just words. In fact, only 7% of listening is words.
  - The other percentage is 53% body language and 40% tone/feeling



## 2. Stand in their Shoes

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- Instead of listening to someone through your own ears, you should try focusing on the conversation through the speaker's ears
- **Conversations** are not competitions.
  - Don't talk over
  - Listen with empathy
  - Use listening tactics



# 3. Mirroring (tactics)

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- There are several ways to be a genuine listener
- Mirroring:
  - When listening with the mirror method, the listener is not judging or giving advice during or after the speaker has concluded their thoughts.

Instead, the listener is to repeat back what the speaker says in their own words.

- Remember there is a time and a place for it (important moments)

# Communicating with Parents

- ❑ Instead of thinking your parents don't understand you, seek to understand them
- ❑ Improve your relationship with your parents the same way you would with anyone else- listen to them!
- ❑ Understand that your parents are people too and so they also have struggles
- ❑ Ask them simple questions like, "How was your day?" or "Is there anything I can do to help?"
- ❑ Do things that you think your parents would consider a deposit: taking out the trash without being asked, etc.

# Then Seek To Be Understood

“Seeking to first understand requires consideration, but seeking to be understood requires courage.”

- ❑ Give Feedback!
  - ❑ First ask yourself, “Will this feedback help the person?” If your motive for the feedback isn’t with their best interest at heart then it will be a withdrawal and not a deposit.
  - ❑ Ex. telling someone they have something in their teeth



# “I” Messages vs. “You” Messages

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- ❑ Practicing sending “I” messages rather than “you” messages
  - ❑ Give feedback in the first person: “I am concerned that...” or “I feel that...”
- ❑ “You” messages often come across as threatening or accusing rather than constructive
  - ❑ For example, “You are so self-centered” is negative, while “I feel like you have been acting selfish lately,” is constructive.