

How To... Speech/ Question of Value or Fact

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Title of Speech: Listening

Thesis Statement: Today, I will explain how to listen effectively by making eye contact, cultivating empathy within yourself, and being present in conversations.

LEFT COLUMN

*label speech
functions*

MIDDLE COLUMN

*content of speech
use complete sentences*

RIGHT

COLUMN
*Label physical
behaviors*

Attention	INTRODUCTION	
	I. Imagine you're leaving your favorite pet home and you're trying to explain to the pet sitter the specifics for taking care of your beloved animal and they pull out their phone.	Pause
TIA	II. We've all had moments where we just wanted someone to listen, whether for our own sake or for someone we care about.	
Credibility	III. I have wished people would listen many times myself, but realized that I was pretty inattentive as well. I have spent years analyzing how to listen better from my own observations and from comments from expert listeners.	
Thesis	IV. Today, I will explain how to listen effectively by making eye contact, cultivating empathy within yourself, and being present in conversations.	
Main Point		(* Fill in any

Sub-Point	BODY I. First off, the times where I have felt most heard was when the person I am talking to makes eye contact. A. An article from Michigan State University highlights frequent mistakes many people fall into when making eye contact. I will highlight three solutions they listed.	actions, line them up with the appropriate text in the middle column.)
Sub-Sub-Point	1. The 50/70 rule says that when you're speaking, you should make eye contact 50% of the time and when you're listening, you should make eye contact 70% of the time. Because it can be difficult to gauge the percentages in a conversation, an easier method is to make eye contact for 4-5 seconds before looking off to the side. Then you can reestablish eye contact for another 4-5 seconds.	
Sub-Sub-Point	2. Where you look when you aren't making eye contact is important. Especially in an interview, it is important to look confident. By glancing to the side instead of down, you will be perceived as more confident. Also looking away slowly will make you seem less nervous while darting your eyes can make you seem shy.	
Transition	Now that you know why eye contact is crucial and how to execute it, let's talk about empathy.	
Main Point	II. Empathy is feeling what someone else feels to as much of your ability as you can. A. I want all of you to get out a piece of paper. Just something with enough room for you to jot down a couple thoughts. Imagine you are talking to a friend and they say, "Man, I'm really stressed about finals." Write down what you say to them. Now if you can turn the	Wait about thirty seconds
Sub-Point Exercise		

Sub-Point	paper over. Imagine you're stressed about finals and you've just told a friend how stressed you are. Write what you would want to hear from them. B. Once you put yourself in the speaker's shoes, you get a better picture for what they feel. Sometimes, we just want to solve whatever problem a speaker presents to us, but sometimes the best thing you can do is just feel what they're feeling. And, if you're disappointed in yourself because you tried to solve your friend's problem in the first exercise or in a previous situation, I can see how that would be disappointing and I'm here for you.	
Transition	Now that I've told you about empathizing, I'll tell you how to be present in a conversation.	
Main Point	III. Being present in a conversation means that you are focused mostly on the speaker and what they are saying.	
Sub-Point	A. Being present is difficult, especially when you're thinking of other things that either you need or want to do. With technology and cell phones, it's especially hard because it's as though another person can come up and tap you on the shoulder at any moment. We have to tell our phones, "I'm busy talking with someone right now. I can talk to you later."	
Sub-Point	B. Another aspect of being present is acknowledging what the speaker is saying. This doesn't mean passively saying "uh huh" every so often. If you're actually following what they're saying, you can agree with them if they hold the same opinion or are feeling the same way you do.	
Sub-Point B examples	C. If they're explaining something, you can acknowledge that you're understanding and conversely acknowledge if you're not	

	understanding by asking a question for clarification. If someone is telling you a story, put yourself into it. Imagine you are a bystander of the story. If they give a long list of names or try to show you pictures and name everyone in them, remember the pictures you have of your own family or friends and how many you could name. Try to recognize the parallels between your life and theirs. Doing this will help you respond better both verbally and non-verbally.	
Review of Main Points Clincher/tag/exit line or Final Appeal	CONCLUSION I. In closing, listening takes practice, but by following the steps mentioned, making eye contact, cultivating empathy within yourself, and being present in conversations, you can improve. II. As you improve, others around you may notice and be inspired to be better listeners themselves. It would be beneficial to have more listeners in the world.	

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Works Cited

- “10 Ways to Be Present and Be a Better Listener.” *Time Management Ninja*, 26 Aug. 2013, timemanagementninja.com/2013/08/10-ways-to-be-present-and-be-a-better-listener/.
- Burley-Allen, Madelyn. *Listening. The Forgotten Skill. A Self-Teaching Guide*. Second ed., John Wiley & Sons, Inc, 1995.
- “Eye Contact: Don't Make These Mistakes.” MSU Extension, msue.anr.msu.edu/news/eye_contact_dont_make_these_mistakes.
- Murphy, Mark. “If You Want To Be An Empathic Listener, Stop Using This Word.” *Forbes*, Forbes Magazine, 10 July 2017, www.forbes.com/sites/markmurphy/2017/07/09/if-you-want-to-be-an-empathic-listener-stop-using-this-word/#146ce23e2df1.