Informative Speech Outline

**General Purpose**: To Inform

**Specific Purpose**: To Inform my peers about the importance and practical application of active listening.

**Central Idea / Thesis**: After hearing my speech, the audience will understand that active listening is an essential interpersonal communication skill which can assist in personal and professional relationship, they will learn how to diagnose when they are actively listening, and they will receive practical advice to help them improve their active listening skills.

##### INTRODUCTION

**Attention Getter**: Can you remember a time when you snapped out of a daze, and you had to playing catch-up to figure out what someone was saying? We’ve all experienced being physically present but mentally checked-out. It can happen at school, home, or even work.

**Relevancy Statement**: Active listening is more than hearing the words from a speakers mouth. It is that crucial skill which enhances relationships, improves learning, and advances careers.

**Credibility Statement**: As a christian husband who has also worked in therapeutic treatment facilities, I have seen the incredible power of active listening. Many experts corroborate the importance of this skill for all people.

**Preview**: Today, we will see that active listening is an essential skill for every human, we will learn to recognize when we are truly listening, and we will consider some strategies to invigorate practical listening abilities. In a few minutes you will have the tools necessary to improve your personal and professional lives.

##### BODY

**I. Active Listening is an Important Skill.**

1. Active Listening helps personal lives
   1. Campbell tells us that there is a link between active listening to conflict resolution (Campbell, 2011, p. 69).
      1. I have noticed this in therapeutic facilities where I have worked
2. active Listening helps our educational pursuits
   1. 38 out of 51 government entities include listening skills as part of their English language arts standards (Campbell, 2011, p. 66). that’s about 75%
   2. This Public Speaking course includes information regarding listening well within the communication model of Unit 1
3. Active listening is helpful in a corporate setting
   1. According to Thompson and his associates, Employers identify listening as a top-3 skill for job applicants (Thompson et al., 2004, pp. 225-226).
   2. Castleberry acknowledges the necessity of a salesman to be able to “decode” nonverbal cues (Castleberry, 1993, p. 39).
   3. My current job as an event marketer involves listening to home-owner issues and providing solutions

**Transition**:

**II. Active Listening is Easy to Identify.**

1. Amy Gallo from Harvard Business Review identifies three aspects of Active Listening (Gallo, 2024)
   1. Cognitive: Paying attention to all the information
      1. Look for moments when you are not aware of what someone is talking about, were you actively listening up to that point?
   2. Emotional: Staying calm and compassionate
      1. Emotional outbursts, even in silence, may indicate that you are not actively listening.
   3. Behavioral: Conveying interest … verbally and nonverbally
      1. Some self-awareness may reveal where your attention truly lies

**Transition**: Robyn Campbell surveyed fellow teachers, and found that fewer than half of their students are effective listeners (Campbell, 2011, p. 66). Odds are high that there is someone in my audience who is not actually listening to me. If that was enough for you to tune in, don’t worry, because we are about to talk about how to practice active listening.

**III. Active Listening is Simply Practiced.**

1. Active Listening skills in this article focus on actions which you may employ to notify a speaker that you are listening (Grande, 2020). I will include ideas on how you can listen actively without the need to be in contact with the speaker.
2. Here’s some of her ideas which also apply to internal dialogue (that is, you may practice them alone)
   1. Listen without taking a position of your own
   2. Allow the speaker to finish thoughts without interruption
   3. Summarize and repeat what you have heard to check for accuracy
      1. consider writing down questions if anything is unclear
3. There are some points which you should avoid (Grande, 2020).
   1. Interrupting a sentence
   2. Getting distracted by other thoughts
   3. Listening to decide what your reply should be
      1. Internal dialogue may say, “how will I defend myself from this accusation?” or “how will I prove them wrong?”

##### CONCLUSION

**Summary**: Active listening is an important skill which can help you personally and professionally. By acknowledging the importance of active listening, checking whether we are truly listening, and using practical strategies to improve our listening skills, anyone can become a more effective communicator.

**Clincher**: Active listening is a free gift that we can give to those around us. Let’s all commit to listen better, starting today.

References

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