Habit 5: Seek First to Understand  
 by C Kohn, Agricultural Sciences, WUHS

Name: Hour Date:

Date Assignment is due: Why late? Score: + ✓ -  
 Day of Week Date If your project was late, describe why

# Unit Preview

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| **Habit 5: Seek First to Understand, Then to Be Understood** |
| Communication is the most important skill in life. You spend years learning how to read and write, and years learning how to speak. But what about listening? What training have you had that enables you to listen so you really, deeply understand another human being? Probably none, right?   If you're like most people, you probably seek first to be understood; you want to get your point across. And in doing so, you may ignore the other person completely, pretend that you're listening, selectively hear only certain parts of the conversation or attentively focus on only the words being said, but miss the meaning entirely. So why does this happen? Because most people listen with the intent to reply, not to understand. You listen to yourself as you prepare in your mind what you are going to say, the questions you are going to ask, etc. You filter everything you hear through your life experiences, your frame of reference. You check what you hear against your autobiography and see how it measures up. And consequently, you decide prematurely what the other person means before he/she finishes communicating. Do any of the following sound familiar?   "Oh, I know just how you feel. I felt the same way." "I had that same thing happen to me." "Let me tell you what I did in a similar situation." Because you so often listen autobiographically, you tend to respond in one of four ways:   |  |  | | --- | --- | | **Evaluating:** | You judge and then either agree or disagree. | | **Probing:** | You ask questions from your own frame of reference. | | **Advising:** | You give counsel, advice, and solutions to problems. | | **Interpreting:** | You analyze others' motives and behaviors based on your own experiences.  Source: <https://www.stephencovey.com/7habits/7habits-habit5.php> |   You might be saying, "Hey, now wait a minute. I'm just trying to relate to the person by drawing on my own experiences. Is that so bad?" In some situations, autobiographical responses may be appropriate, such as when another person specifically asks for help from your point of view or when there is already a very high level of trust in the relationship. |

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| [7 Habits of Highly Effective People »](https://www.stephencovey.com/7habits.php) |
| [Habit 1 »](https://www.stephencovey.com/7habits/7habits-habit1.php) |
| [Habit 2 »](https://www.stephencovey.com/7habits/7habits-habit2.php) |
| [Habit 3 »](https://www.stephencovey.com/7habits/7habits-habit3.php) |
| [Habit 4 »](https://www.stephencovey.com/7habits/7habits-habit4.php) |
| [Habit 5 »](https://www.stephencovey.com/7habits/7habits-habit5.php) |
| [Habit 6 »](https://www.stephencovey.com/7habits/7habits-habit6.php) |
| [Habit 7 »](https://www.stephencovey.com/7habits/7habits-habit7.php) |
| [The 8 Habit® »](https://www.stephencovey.com/8thHabit/8thhabit.php) |
| [Everyday Greatness »](https://www.stephencovey.com/everydaygreatness/everydaygreatness.php) |
| [Great Work Great Career »](https://www.stephencovey.com/gwgc/gwgc.php) |

**Units**

1. Definitions of Leadership

2. Habit 1 – Be Proactive

3. Habit 2 – Begin With the End in Mind  
  
4. Habit 3 – Put First Things First  
  
5. Habit 4 – Think Win-Win  
  
6. Habit 5 – Seek First to Understand  
  
7. Habit 6 – Synergize   
  
8. Habitat 7 – Sharpen the Saw  
 **Weekly Schedule: See Board and record**   
Mon  
  
  
  
Tues  
  
  
  
Wed  
  
  
  
  
Thurs  
  
  
  
  
Fri

Create 4 or more questions based on this topic:

1

2

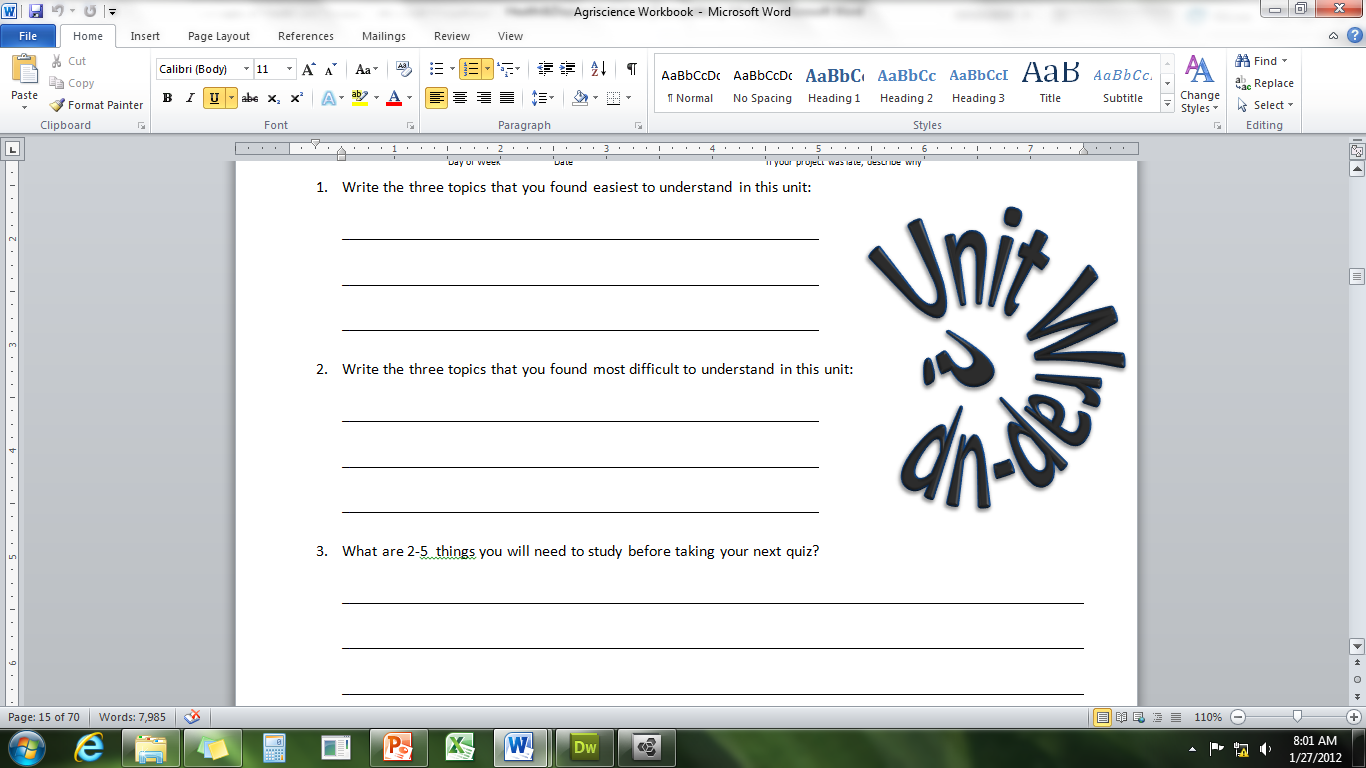
3

4

1. What are the four forms of communication?
2. What is true about the intent of listening for most people? In other words, most people listen with the intent to…
3. What are the four kinds of listening?
4. What is empathy?
5. How is empathy different from sympathy?
6. What critical human need does empathy meet?
7. Why is empathic listening a deposit into an Emotional Bank Account?
8. Explain each of the four kinds of listening responses:  
   1. Evaluating\_
   2. Probing\_
   3. Advising\_
   4. Interpreting\_
9. What is the most basic level of empathic listening? Describe   
     
      
   1. Realistically respond to the following statement with a phrase that reflects this concept  
      “*This project deadline is making me freak out!”*
10. What is the second level of empathic listening? Describe   
      
       
    1. Realistically respond to the following statement with a phrase that reflects this concept  
       “*My parents just don’t get what I’m going through!”*
11. What is the third level of empathic listening? Describe   
      
       
    1. Realistically respond to the following statement with a phrase that reflects this concept  
       “*I have the worst employer ever!”*
12. What is the most advanced level of empathic listening? Describe   
      
       
    1. Realistically respond to the following statement with a phrase that reflects this concept  
       “*I’ll never graduate if I fail this project!”*
13. How do skilled empathic listeners progress through these four steps?
14. Seeking to understand requires ; seeking to be understood requires
15. What were the ancient Greeks three considerations in approaching problems? List and describe  
    1. E
    2. P
    3. L
16. is necessary for effective leadership and is borne out of
17. if you are going to convince others of the rightness of your ideas, you must do so in a way that convinces them that…
    1. The idea is
    2. The idea was created with
    3. The idea is
18. Why is Habit 5 so powerful? Relate it to each of the following concepts that we have previously covered:  
    1. Proactive Thinking/Circles of Influence
    2. Principle-Centered Decisions
    3. Put First Things First (Important, then Urgent):
    4. Emotional Bank Accounts
    5. Win/Win
19. What are six considerations for communication?  
    1. \_
    2. \_
    3. \_
    4. \_
    5. \_
    6. \_
20. In the blanks below, respond to the following situation in two ways. In the first example, respond as someone who is a poor listener who seeks first to be understood and then seeks to understand. In the second example, respond as a good listener, someone who seeks to understand and then seeks to be understood. Be sure to include the responses of the other person as well as yourself in each role.

*“I am just so angry about him. Every time I see him I can’t help but get upset.”*  
  
Poor Listener:   
  
   
  
   
  
   
  
   
  
Good Listener

Unit Reflection C. Kohn, Agricultural Sciences - Waterford WI

1. Write the 3 topics that were most meaningful to you from this chapter:  
     
   1\_   
     
   2\_   
     
   3\_
2. Create 3 **high-level questions** related to this material   
   (*These questions could be something you still don’t know or questions that reflect understanding that you have now that you did not have before.*)  
     
   1\_   
     
   2\_   
     
   3\_
3. Describe a time when you feel you reflected the idea of this chapter in your own personal life:  
     
   \_   
     
   \_   
     
   \_   
     
   \_   
     
   \_   
     
   \_   
     
   \_
4. How might the idea of this chapter affect your life in the future? Be as specific as you can:  
     
   \_   
     
   \_   
     
   \_   
     
   \_   
   \_