

# The HURIER Listening Model

## 1. H – Develop Hearing

- Do not multi-task when listening—focus entirely on the speaker
- Eliminate distractions
- Position yourself where it is easy to hear
- Postpone listening if you cannot concentrate
- Be prepared to listen

## 2. U – Increase Understanding

- Ask for clarification when vocabulary or jargon is unfamiliar
- Restate to ensure that you have understood completely
- Ask questions to clarify intentions
- Distinguish details from the speaker's main points
- Refrain from interrupting the person speaking

## 3. R – Improve Remembering

- Quickly identify good reasons to remember what you hear
- Stay calm and focused—stress interferes with memory
- Learn short and long term memory techniques
- Continuously practice to improve your memory

## 4. I – Interpret Accurately

- Observe and consider the speaker's nonverbal cues
- Listen for emotional messages as well as words
- Take the context of the communication into account
- Encourage the speaker
- Recognize and account for individual differences

## 5. E – Evaluate Wisely

- Listen to the entire message before responding
- Apply guidelines of sound reasoning in making judgments
- Distinguish emotional from logical appeals
- Recognize the influence of your personal bias and values
- Differentiate between the ideas presented and the person speaking

## 6. R – Respond Appropriately

- Be aware of your unintentional nonverbal communication
- Recognize how your response influences the speaker's decisions
- Distinguish among different types of response—including judgments, empathy, opinions, and questions
- Expand your behavioral flexibility—make choices based on the needs of the situation rather than your habits and comfort level