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