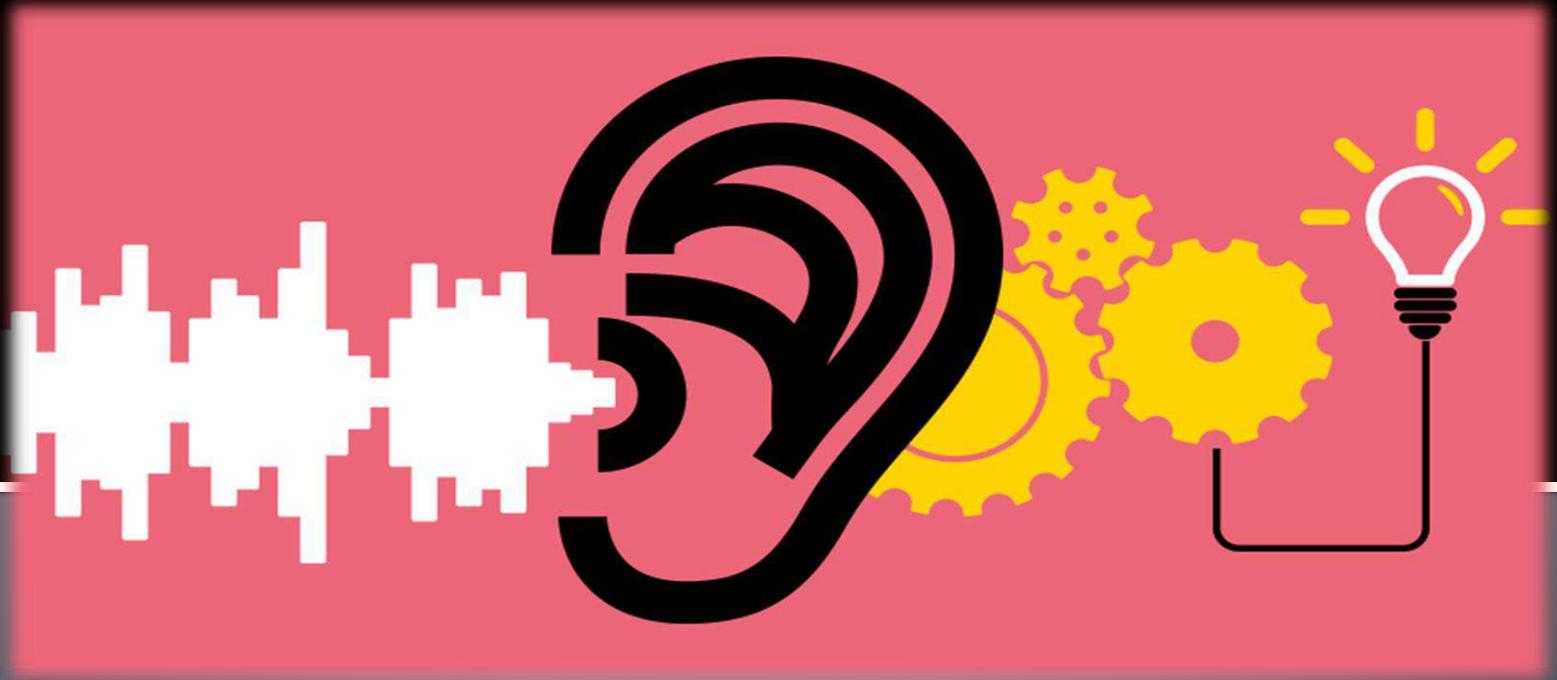


# Listening



# What is listening

- the process of receiving, constructing meaning from, and responding to a spoken and/ or non-verbal message (International Reading Association)
- Listening is key to all effective communication, without the ability to listen effectively messages are easily misunderstood.



# Basic Communication Skills Profile

- The First and the foremost communication skill that we learn in
- our lives is nothing but “LISTENING”

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<b>Communication</b>	<b>Order Learnt</b>	<b>Extent Used</b>	<b>Extent Taught</b>
Listening	First	First	Fourth
Speaking	Second	Second	Third
Reading	Third	Third	Second
Writing	Fourth	Fourth	First

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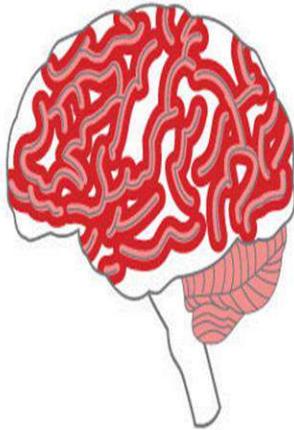
# Why listening skills are important

- Improves relationships
- Improves our knowledge
- Improves our understanding
- Prevents problems escalating
- Saves time and energy
- Can save money
- Leads to better results

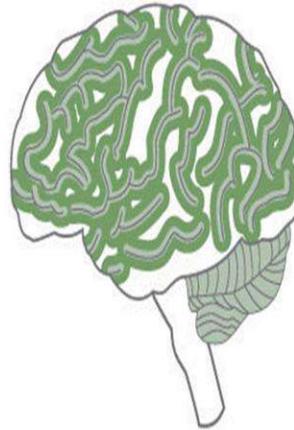
# Five stages of Listening



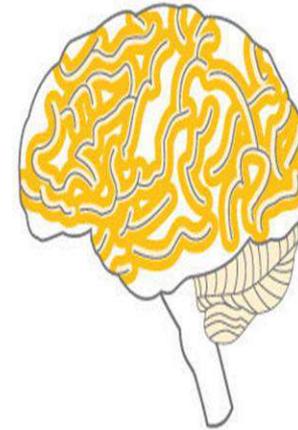
**Stage 1**  
**Receiving**



**Stage 2**  
**Understanding**



**Stage 2**  
**Remembering**



**Stage 2**  
**Evaluating**



**Stage 5**  
**Feedback**

[https://saylordotorg.github.io/text\\_stand-up-speak-out-the-practice-and-ethics-of-public-speaking/so7-04-stages-of-listening.html](https://saylordotorg.github.io/text_stand-up-speak-out-the-practice-and-ethics-of-public-speaking/so7-04-stages-of-listening.html)

# Receiving

- ▶ At this stage we listen to what is said (verbally and nonverbally).
- ▶ Improving our listening reception:
  - Focus our attention on the speaker's verbal and nonverbal messages. Avoid focusing your attention on what we'll say next; if you begin to rehearse your responses, you're going to miss what the speaker says next.
  - Avoid distractions in the environment
  - Maintain your role as listener and avoid interrupting.

# Interpreting (Understanding)

- After receiving the message, we process it; you extract the meaning from the message.
- Improve your interpreting/understanding:
  - Avoid assuming you understand what the speaker is going to say before he or she actually says it.
  - Ask questions for clarification, if necessary; ask for additional details or examples if they're needed.
  - Rephrase (paraphrase) the speaker's ideas into your own words.

# Remembering

It would help little if we received and understood the message but didn't remember it.

- ▶ Focus our attention on the central ideas.
- ▶ Avoid focusing on minor details that often lead to detours in listening and in conversation.
- ▶ Organize what we hear; summarize the message in a more easily retained form, but take care not to ignore crucial details or qualifications.
- ▶ Repeat names and key concepts to ourselves or, if appropriate, aloud.

# Evaluating

- ▶ Once we've received, understood, and have the message in memory, you need to evaluate it.
- ▶ Resist evaluation until you fully understand the speaker's point of view. This is not always easy, but it's always essential. If you put a label on what the speaker is saying (ultraconservative, bleeding-heart liberal), you'll hear the remainder of the messages through these labels.
- ▶ Distinguish facts from opinions and personal interpretations by the speaker.

# Responding

- ▶ Support the speaker throughout the speaker's conversation by using (and varying) listening cues, such as head nods and minimal responses such as "I see" or "mm-hmm."
- ▶ Own your responses. Take responsibility for what you say. Instead of saying, "Nobody will want to do that" say something like "I don't want to do that." Use the anonymity that most social networks allow with discretion.
- ▶ Avoid being a thought-completing listener who listens a little and then finishes the speaker's thought.

# Types of Listening

- Appreciative Listening
- Emphatic Listening
- Comprehensive/Active Listening
- Critical/ Analytical Listening

# Appreciative Listening

- Listening for pleasure and enjoyment, as when we listen to music, or to an entertaining speech
- describes how well speakers choose and use words, use humour, ask questions. tell stories, and argue persuasively.

<http://competition-storytelling.blogspot.com/2016/04/appreciative-listening.html>



# Empathic Listening

- Empathic listening is when one listens with the intent to understand how the speaker *feels*; in addition to understanding his or her ideas
- Showing empathy involves identifying with a person's emotions and situation; even if not in agreement with them



- Empathic listening is typically an effective technique to use in emotional situations, when there is a problem that needs resolving, or if there is a conflict present
- The goal is to enable the listener to share emotions free from judgment or criticism



# Ways to listen empathetically

- “You feel...”
- “It seems like...”
- “As I understand it, you sound...”
- “It appears as if...”
- “If I hear you correctly, you’d like...”

- **Discriminative listening** – it involves identifying the difference between various sounds. It also enables one to differentiate between familiar and unfamiliar language.
- **Comprehension listening** – it involves attaching meaning to what is being listened to. It may also include comprehending the non verbal messages being conveyed by the speaker.
- **Evaluative listening** – it involves evaluating and analysing the message being received. It involves judging the acceptability of what is said depending on how logical one finds it to be.

- **Attentive listening** – it involves paying attention to the words that are being spoken.
- **Pretence listening** – it involves more hearing than listening. It means pretending through facial expressions that one is listening when actually one is not.
- **Selective listening** – it involves selecting the desired part of the message and ignoring the undesired part of the message.
- **Intuitive listening** – it means listening through the intuitive mind by silencing the other forms of internal dialogues going on simultaneously.

# Barriers to effective listening

- **Physical Barriers**
- **People – Related Barriers**
  - Physiological Barriers
  - Psychological Barriers

# Physical Barriers

- Noise
- Poor acoustics
- Defective mechanical devices
- Frequent interruptions
- Uncomfortable seating arrangements
- Uncomfortable environment
- Message overload

- **Wandering attention** – Human mind can process words at the rate of about 500 per minute, whereas a speaker speaks at the rate of about 150 per minute. The difference between the two leaves the listener with sufficient time to let his mind wander.
- **Being unsure of the speaker's ability** – Based on past experience or inputs from sources, the listener may have a preconceived notion of the speaker's ability. He may perceive the speaker to not be well informed, or to be lacking in depth and ability. Hence the listener will not listen to what the speaker has to say.

- **Personal anxiety** – Sometimes the listener is preoccupied with personal concerns and anxieties. This makes it difficult to perceive what is being said by the speaker.
- **Attitude** – The listener may be highly egocentric with a “know it all attitude” and may not listen as he feels that he already knows what the listener has to say.
- **Impatience** – The listener may not have patience to wait for the other person to finish what he has to say. He may be intolerant or may be eager to add his own points to the discussion. As a result, his desire to speak overcomes his desire to listen, thus acting as a barrier.

- **Emotional blocks** – Our deep seated beliefs in certain ideas may make it difficult for us to listen to ideas which go against our belief. We may hear such an idea wrongly or it may get distorted in our mind to match our perception or we may completely block it off by not listening to it. Many a time, we block something off completely because of painful memories associated with it.

# Qualities of Good Listeners

- Good listeners consider a person's statements in relation to their presuppositions (as much as possible). They are willing to ask the question "how does this make sense to them?" and genuinely seek an answer to that question in evaluating another person's opinion.
- Good listeners are not hasty in making judgments. They are willing to think about something for a while. They don't have to categorize everyone and everything immediately.



- Good listeners pay careful attention to words. They don't assume that an idea they are hearing is identical to an idea they are already familiar with simply because it has similarities. They respect the complexity of reality and are willing to make fine distinctions and treat each person, each statement, each idea *on its own terms*.
- Good listeners ask questions. Not to embarrass or attack, but to clarify and distill.



- Good listeners are not lazy. They work hard to understand. They exert energy in listening. For example, other people can usually tell that they are listening from their body posture and nonverbal communication.
- Good listeners don't feel threatened by not controlling the conversation. They are comfortable with silence. They give the speaker unthreatened, unhurried space in which to operate while communicating.



- Good listeners understand that everyone has different communication styles, and adjust their listening to correspond to the speaker's communication style. For example, if the speaker is shy, they draw the person out more. If they are talkative, they interject more. Etc.
- Good listeners interrupt intentionally and gently, rather than habitually and rashly.
- Good listeners do not unreasonably question the motives of the speaker.



# Reference

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- Roy W. Poe, Rosemary T. Fruehling Business Communication- Fifth edition, paradigm Publication Inc.
- Williams, Krizan, Logan, Merrier, Communication In Business; Cengage learning.