

How to
Practice



ENGLISH

Listening Skills

Listening

- ❖ **Listening is the most important communication skill**
- ❖ **We probably spend more time using our Listening Skills than any other kind of skill**
- ❖ **Like other skills, Listening takes practice**
- ❖ **Real Listening is an active process**
- ❖ **Listening requires attention**



Effective Listening

Effective Listening is the process of analyzing sounds, organizing them into recognizable patterns, interpreting the patterns and understanding the message by inferring the meaning

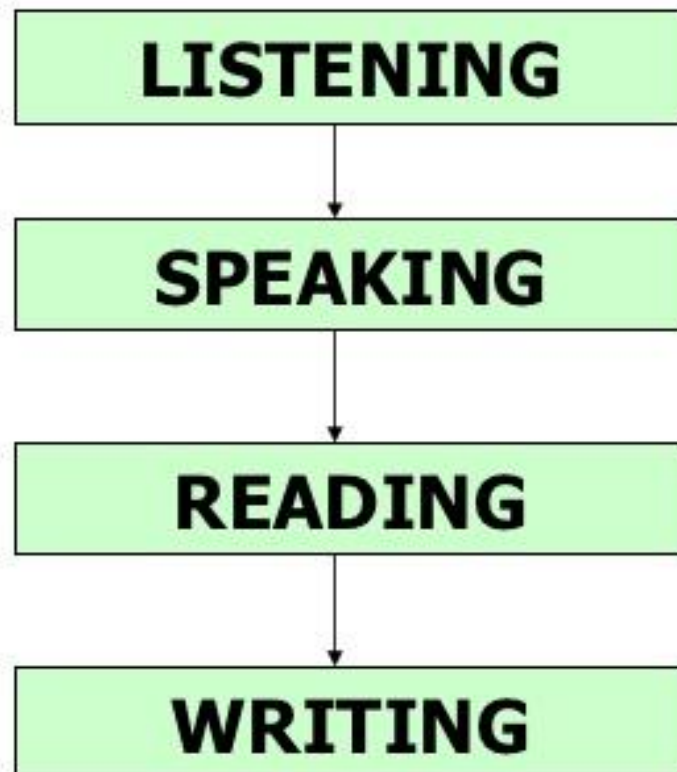
Many of the problems we experience with people in our daily lives are primarily attributable to ineffective listening or lack of listening





Listening Comes First

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





Basic Communication Skills Profile

Communication	Order Learnt	Extent Used	Extent Taught
—			
Listening	First	First	Fourth
Speaking	Second	Second	Third
Reading	Third	Third	Second
Writing	Fourth	Fourth	First



Fallacies about Listening

- **Listening is not my problem!**
- **Listening and hearing are the same**
- **Good readers are good listeners**
- **Smarter people are better listeners**
- **Listening improves with age**
- **Listening skills are difficult to learn**

Objectives of Listening

- ❖ **To learn**
- ❖ **To increase one's understanding**
- ❖ **To advise or counsel**
- ❖ **To relieve one's boredom
(listening to music)**



Research Findings

One quarter of our waking time is spent in listening

Research shows that at the workplace, on an average, personnel spend about:

- **32.7 percent of their time listening**
- **25.8 percent of their time speaking**
- **22.6 percent of their time writing**



Effective Listening is the most crucial skill for becoming a successful manager. It requires paying attention, interpreting and remembering sound stimuli.



Importance of Listening

- **Communication is not complete without effective listening**
- **An attentive listener stimulates better speaking by the speaker**
- **A good listener learns more than an indifferent listener**
- **A good listener can restructure vague speaking in a way that produces clearer meaning**
- **A good listener learns to detect prejudices, assumptions and attitudes**



Real Listening

Real listening has three basic steps:

- **Hearing** Hearing just means listening enough to catch what the speaker is saying. For example, say you were listening to a report on zebras, and the speaker mentioned that no two are alike. If you can repeat the fact, then you have heard what has been said.
- **Understanding** The next part of listening happens when you take what you have heard and understand it in your own way. Let's go back to that report on zebras. When you hear that no two are alike, think about what that might mean. You might think, "Maybe this means that the pattern of stripes is different for each zebra."
- **Judging** After you are sure that you have understood what the speaker has said, think about whether it makes sense. Do you believe what you have heard? You might think, "How could the stripes be different for every zebra? But then again, the fingerprints are different for every person. I think this seems believable."

Active Listening Process

STEPS:

- **Hearing**
- **Filtering**
- **Comprehending**
- **Remembering**
- **Responding**





Types of Listening

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 analyzing the message being received. It involves judging the acceptability of what is said depending on how logical one finds it to be.



Types of Listening

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**



Tips for being a Good Listener

- **Give your full attention** on the person who is speaking. Don't look out the window or at what else is going on in the room.
- **Make sure your mind is focused**. It can be easy to let your mind wander if you think you know what the person is going to say next, but you might be wrong! If you feel your mind wandering, change the position of your body and try to concentrate on the speaker's words.
- **Let the speaker finish before you begin to talk**. Speakers appreciate having the chance to say everything they would like to say without being interrupted. When you interrupt, it looks like you aren't listening, even if you really are.



Tips for being a Good Listener

- **Let yourself finish listening before you begin to speak!** You can't really listen if you are busy thinking about what you want to say next.
- **Listen for main ideas.** The main ideas are the most important points the speaker wants to get across. They may be mentioned at the start or end of a talk, and repeated a number of times. Pay special attention to statements that begin with phrases such as "My point is..." or "The thing to remember is..."
- **Ask questions.** If you are not sure you understood what the speaker has said, just ask. For example, you might say, "When you said that no two zebras are alike, did you mean that the stripes are different on each one?"

Tips for being a Good Listener

- **Give feedback.** Sit up straight and look directly at the speaker. Now and then, nod to show that you understand. At appropriate points you may also smile, frown, laugh, or be silent. These are all ways to let the speaker know that you are really listening. Remember, you listen with your face as well as your ears!





**THANK
YOU**

