



Listening Skills

Hearing Vs Listening

Hearing – Physical process, natural, passive

Listening – Physical as well

as mental process, active,

learned process, a skill





Meaning

- Listening Is With The Mind
- Hearing With The Senses
- Listening Is Conscious.
- An Active Process Of Eliciting Information
- Ideas, Attitudes And Emotions
- Interpersonal, Oral Exchange

VALUE OF LISTENING



- ★ Listening to others is an elegant art.
- ★ Good listening reflects courtesy and good manners.
- ★ Listening carefully to the instructions of superiors improve competence and performance.
- ★ The result of poor listening skill could be disastrous in business, employment and social relations.
- ★ Good listening can eliminate a number of imaginary grievances of employees.
- ★ Good listening skill can improve social relations and conversation.
- ★ Listening is a positive activity rather than a passive or negative activity.



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



Stages of the Listening Process

- Hearing
- Focusing on the message
- Comprehending and interpreting
- Analyzing and Evaluating
- Responding
- Remembering



Types of Listening

- Informative Listening
 - ❖ *Vocabulary*
 - ❖ *Concentration*
 - ❖ *Memory*
- Relationship Listening
 - ❖ *Attending*
 - ❖ *Supporting*
 - ❖ *Empathizing*
- Appreciative Listening/ Empathic listening
 - ❖ *Presentation*
 - ❖ *Perception*
 - ❖ *Previous experience*



Types of Listening (Cont.)

- Critical/ Evaluative listening
 - ❖ *Ethos*
 - ❖ *Logos*
 - ❖ *Pathos*
- Discriminative Listening
 - ❖ *Hearing Ability*
 - ❖ *Awareness of Sound Structure*
 - ❖ *Integration of non-verbal cues*
- Selective/ Marginal Listening
 - ❖ Adding/ deducting one's whims/ wishes.
 - ❖ *Selecting desired & rejecting rest*



Barriers to Active Listening

- Environmental barriers: noise, overloaded message, distractions
- Physiological barriers: hearing problems, rapid thoughts, mental fatigue,
- Psychological barriers: information filtration, Lack of trust/openness, jealousy, pre-occupation, Selective Listening, Negative Listening Attitudes, Personal Reactions, Poor Motivation, faulty assumptions, perceptions,
- Technical barrier: timing, overloaded information, cultural divergences
- Language: linguistic, vocabulary, semantic, jargons



Barriers to listening

Four stage barriers:

1. Barrier in hearing

- Listener may dose off
- External noise
- Poor articulation
- Inadequate volume of speech
- Microphone not working well
- Language / dialect

2. Barrier what listener hears

- Difficulty in recognizing
- Difficulty in thought process
- Poor organization of material
- Deficiencies in educational & technical level
- Language barrier
- Jargons
- Misinterpretation deliberately or accidently.



Cont.

3. Barrier at acceptability of message

- Lack of rational justification
- Plenty of hazards
- Poor chemistry b/w listener & Speaker

4. Barrier speaker lacking feedback.

- Inexperienced speaker
- Unaware of reading minds
- Unlike to discover audience that is getting bore.



Strategies of effective listening

- Have a positive attitude
- Listen attentively
- Physically fit
- Alertness
- Smartness
- Comfortable
- Listening completely before judgment
- Removing distractions
- Listening repetitions
- Paying attention on visuals
- Paying attention on speakers voice
- Watching body language, gestures, facial expressions
- Questionnaires
- Note making & reviews



Improving Listening Comprehension

- Resist distractions
- Focus more on manner and matter
- Delay evaluation
- Take notes
- Proper concentration
- Mental alertness
- Eye- contact, exact posture
- Maintain speaker's frame of reference
- Free mind from presumptions or preconceived ideas
- Be patient
- Put aside emotional concerns



Speech Decoding

- Sound Perception and Recognition

(Recognizing sounds and sound patterns accurately, recognizing the way sounds combine to form syllables and utterances)

- Word recognition

(Recognizing words accurately, understanding the definitions of the words being use, recognizing the way words are used un context, identifying attention signals)

- Accent recognition

(recognize stress, identify pauses, hesitations)



Intensive Listening

1. Listening to the introduction?
 - What is the position, knowledge, background, experience of the speaker?
 - What is his credibility?
 - What is the overall purpose of the talk?
 - What is the central idea or theme?
 - What is the overall structure?
 - What does the speaker intend to do?
 - What are the main points of the talk?

Intensive listening (Cont...)



2. Listening to the Body

- Contains the main message-pay attention
- Concentrate on verbal signposts
- Recognize main supporting details of the oral message
- Concentrate on visual aids



Intensive Listening (Cont..)

3. Listening to the conclusion

- Understand the main themes of the verbal message
- Recognize the speaker`s focus of the talk
- Concentrate on what the speaker wants the listener`s to do, or remember