## download.jpgUNIVERSITY of SARGODHA

Department of Education

Term Paper Teaching of English Language

MA Education Session 2019-21

Semester 2nd (Self Support)

“Listening Skills”

Submitted to: **Sir Umar Raza**

 Submitted By: **MUREED HUSSAIN SHAH**

 Roll No. MEDF.19 EO.11

**INTRODUCTION:**

**Language is a system of symbols with an agreed upon meaning that is used by a group of people. Language is a means of communication ideas or feelings by the use of conventionalized sounds and signs, thus, being the spoken and written language**.

**WHAT IS LANGUAGE:**

****

**The method of human communication, either spoken or written, consisting of the use of words in a structured and conventional way.**

**DEFINE COMMUNICATION:**

**communication is the process of passing information and understanding from one person to another.” In simple words it is a process of transmitting and sharing ideas, opinions, facts, values etc. from one person to another or one organization to another**.”

**FOUR SKILLS OF COMMUNICATION**

**LISTENING**

**SPEAKING**

**READING**

**WRITING**

**SPEAKING**

![500+ Public Speaking Pictures [HD] | Download Free Images on Unsplash]()

**Speaking skills are the skills that give us the ability to communicate effectively. These skills allow the speaker, to convey his message in a passionate, thoughtful, and convincing manner.**

**READING**



**Reading skills is the ability of an individual to read, comprehend and interpret written words on a page of an article or any other reading material. The possession of a good reading skill will enable the individual to be able to assimilate a written work within a short period while reading.**

**WRITING**

****

**"Writing" is the process of using symbols (letters of the alphabet, punctuation and spaces) to communicate thoughts and ideas in a readable form. "**

**Listening Skills**



**should aim to master, then listening is it. Introduction Listening is the ability to accurately receive and interpret messages in the communication process. Listening is receiving language through the ears. Listening involves identifying the sounds of speech and processing them into words and sentences. When we listen, we use our ears to receive individual sounds (letters, stress, rhythm and pauses) and we use our brain to convert these into messages that mean something to us.**

**Listening is key to all effective communication. Without the ability to listen effectively, messages are easily misunderstood. As a result, communication breaks down and the sender of the message can easily become frustrated or irritated. If there is one communication skill you**

**Types of Listening**

**A distinction is made between the sounds of the voices of the parents – the voice of the father sounds different to that of the mother. General Listening Types:**

**The two main types of listening - the foundations of all listening sub-types are:**

**1.Discriminative Listening**

**2.Comprehensive Listening**

**3.Discriminative Listening**

**Discriminative listening is first developed at a very early age – perhaps even before birth, in the womb.  This is the most basic form of listening and does not involve the understanding of the meaning of words or phrases but merely the different sounds that are produced.  In early childhood, for example**

**Comprehensive Listening**

**Comprehensive listening involves understanding the message or messages that are being communicated.  Like discriminative listening, comprehensive listening is fundamental to all listening sub-types.**

**Objectives of Listening**

**The objectives of learning may be one or more of the following:**

* **To learn**
* **To increase one’s understanding**
* **To advise or counsel**
* **To relieve one’s boredom**

## Importance of Listening

**“To say that a person feels listened to means a lot more than just their ideas get heard. It's a sign of respect. It makes people feel valued.”**

 **Deborah Tannen, author and professor of linguistics, Georgetown University**

**A lot of one’s time is spent on listening. One quarter of our waking time is spent in listening. Research shows that at the workplace, on an average, personnel spend about 32.7 per cent of their time listening, 25.8 percent of their time speaking and 22.6 percent of their time writing. Effective listening is one of the most crucial skills for becoming a successful manager. This requires paying attention, interpreting and remembering sound stimuli. Listening is an important skill to be inculcated by managers and workers.**

* **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 vogue speaking in a way that produces clearer meaning.**
* **A good listener learns to detect prejudices, assumptions and attitudes**

## Listening Process

**For listening to be effective and meaningful, the**[**process of listening**](https://www.managementstudyhq.com/listening-process.html)**should involve the following steps.**

### Hearing

**Hearing is the first essential step in the listening process and relates to the sensory perception of sound. The listener further processes the perceived sound. For learning to be effective, hearing needs to be done with attention and concentration.**

### Filtering

**The next step involves sensing and filtering of heard sounds. The heard message is categorized as wanted or unwanted, useful or useless. The unwanted message is discarded. In this step, the sense of judgement of the individual comes into play, that is, the filtering process is subjective and a person chooses to retain what makes sense to him.**

### Comprehending

**The next**[**level of listening**](https://www.managementstudyhq.com/levels-and-types-of-listening.html)**consists of comprehending or understanding. The listener understands or interprets what the speaker has tried to convey. This activity can be described as absorbing, grasping or assimilating. In order to grasp the meaning of the message, the listener uses his knowledge, experience, perception and cognitive power. The verbal and auditory message is coupled with**[**non-verbal communication**](https://www.managementstudyhq.com/overview-of-communication.html)**to understand it.**

### Remembering

**Remembering relates to a process whereby the assimilated message is stored in memory to facilitate future recall. Remembering assumes significance because many times messages received are meant not for immediate consideration but for future use.**

### Responding

**For listening to be complete, a response is important. Responding to a message may take place at the end of the communication, immediately after or later. When it is stored for future use, the response may take place later. However, if there is a need to seek clarification or to empathize with the listener, it may take place earlier. Responding may also take the form of prodding or prompting in order to show that the message is being received and comprehended.**

**Stages of Listening**

**LEARNING OBJECTIVES**

**Explain the receiving stage of listening.**

**Explain the understanding stage of listening.**

**Explain the remembering stage of listening.**

**Explain the evaluating stage of listening.**

**Explain the responding stage of listening.**

**Understand the two types of feedback listeners give to speakers.**

**SIX STAGES OF LISTENING PROCESS: hearing, attending, understanding, remembering, evaluating, and responding.  these stages occur in sequence, but they generally performed with little awareness and often-rapid succession**

**HEARING –**

**it refers to the response caused by sound waves stimulating the sensory receptors of the ear; it is physical response; hearing is perception of sound waves; you must hear to listen, but you need not listen to hear (perception necessary for listening depends on attention**

**ATTENTION-**

**brain screens stimuli and permits only a select few to come into focus- these selective perception is known as attention, an important requirement for effective listening; strong stimuli like bright lights, sudden noise…are attention getters; attention to more commonplace or less striking stimuli requires special effort; postural adjustments are aided by physical changes in sensory receptor organs; receptor adjustments might include tensing of the ear´s tympanic muscle for better response to weak sounds**

**UNDERSTANDING-**

**to understand symbols we have seen and heard, we must analyze the meaning of the stimuli we have perceived; symbolic stimuli are not only words but also sounds like applause… and sights like blue uniform…that have symbolic meanings as well; the meanings attached to these symbols are a function of our past associations and of the context in which the symbols occur; for successful interpersonal communication, the listener must understand the intended meaning and the context assumed by the sender.**

**REMEMBERING-**

**it is important listening process because it means that an individual has not only received and interpreted a message but has also added it to the mind’s storage bank; but just as our attention is selective, so too is our memory- what is remembered may be quite different from what was originally seen or heard.**

**EVALUATING-**

**it is a stage in which active listeners participate; it is at these point that the active listener weighs evidence, sorts fact from opinion, and determines the presence or absence of bias or prejudice in a message; the effective listener makes sure that he or she doesn’t begin this activity too soon ; beginning this stage of the process before a message is completed requires that we no longer hear and attend to the incoming message-as a result, the listening process ceases**

**RESPONDING-**

**this stage requires that the receiver complete the process through verbal and/or nonverbal feedback; because the speaker has no other way to determine if a message has been received, this stage becomes the only overt means by which the sender may determine the degree of success in transmitting the message.**

* **Why is listening important in teaching and learning process?**

**No matter how intelligent a student is, he will reap the benefits of his education only if he has developed adequate listening skills in the classroom. Teachers typically give direct instruction and then provide clarification as necessary. Students who listen keenly to directions and lectures -- rather than simply hearing them -- have distinct advantages. Efficient listening in the classroom saves time and results in improved academic and social skills.**

## Improved Communication Skills

**Classroom dialogue is an integral part of the educational setting. Students interact with the teacher and one another when they offer thoughts, questions and ideas. Students who are in tune with class conversations are equipped to partake in the discussions. When students speak in front of a group in this type of informal setting, it prepares them for future endeavors in public speaking.**

## More Time on Task

**Pupils who listen carefully in class can readily begin assignments. They do not waste time asking a lot of questions prior to starting their work. When a student is not effectively listening, he could make unnecessary mistakes that require him to redo parts of the assignment. The exercises often carry over as homework, causing the student to devote even more time. Students realize the effect that listening has on time management.**

## Increased Academic Understanding

**Students who listen in class gain a better understanding of the content the teacher presents and can identify the fundamental concepts. Their concentration ultimately results in storage of information in memory. This helps the student when he needs to recall and build upon prior knowledge, especially in a subject such as math, which is based upon previous skill attainment. Good listeners are better equipped to connect to new ideas and content.**

## Enhanced Interpersonal Connections

**Whether a student is part of a teacher's or a guest speaker's audience, he needs to earn that person's respect and confidence. When the student is attentive, the speaker feels valued and is subsequently more open to the student's suggestions and input. Teachers react favorably when their pupils make an effort to actively listen in class. Students also have a high regard for peers who listen intently to their comments and questions.**

## Sharpened Listening Skills

**Teachers typically incorporate listening prompts and activities throughout the day. They use rhythm games with young students to teach them aggressive listening skills. They might repeat a phrase such as "All eyes on me" in order to gain students' attention. Boys and girls learn that eye contact is an integral part of the listening process. When students follow the teacher's prompts and suggestions, they develop strong listening skills that carry over to all facets of life.**

# Difference between Hearing and Listening

**When it comes to the definition of listening, we can break it down one step further. In the communication world, there are two terms experts often use: active and passive listening.**

**Active listening can be summed up in one word: curious. The**[**United States Institute of Peace**](https://www.usip.org/public-education/educators/what-active-listening)**defines active listening as “a way of listening and responding to another person that improves mutual understanding.”**

**In other words, this is the way you want to listen if you’re seeking to understand another person or you’re looking for a solution.**

**On the opposite end of the listening spectrum is passive listening.**

**A passive listener, according to Gilliland, is a listener who isn’t trying to contribute to the conversation — especially at work or in school. It’s not a great way to communicate with people. That’s why Gilliland says not to use it with your spouse or kids since they’ll notice it pretty quickly.**

**Listening is Not the Same as Hearing**

**Hearing refers to the sounds that enter your ears. It is a physical process that, provided you do not have any hearing problems, happens automatically.**

**Listening, however, requires more than that: it requires focus and concentrated effort, both mental and sometimes physical as well.**

**Listening means paying attention not only to the story, but how it is told, the use of language and voice, and how the other person uses his or her body. In other words, it means being aware of both verbal and non-verbal messages. Your ability to listen effectively depends on the degree to which you perceive and understand these messages.**

**Listening is not a passive process. In fact, the listener can, and should, be at least as engaged in the process as the speaker. The phrase ‘active listening’ is used to describe this process of being fully involved.**

## How to be a better active listener

**Now that you know the difference between passive and active listening, you might be interested in learning how to improve your active listening skills.**

**Gilliland shares six actionable tips you can use to enhance your active listening skills.**

### 1. Be curious

**An active listener has a genuine interest in and desire to understand what is being said. When you’re practicing active listening, you’re more interested in listening to what the other person is saying, rather than formulating your response.**

### 2. Ask good questions

**This can be a tricky tip, especially if you don’t know what the definition of a good question is. For the purposes of active listening, you want to avoid asking yes/no type questions, which are closed-ended.**

**Instead, focus on questions that invite people to elaborate. Ask for more information and clarification. “When we listen, emotions are involved, and we desperately need as much information as possible if we want to move things forward” explains Gilliland.**

### 3. Don’t jump into a conversation too quickly

**Communication doesn’t have to be at record speed. When you’re talking with someone, consider easing into the conversation. “We tend to end up arguing when we try to rush, and there’s no rushing when we need to listen,” says Gilliland.**

### 4. Anchor yourself to the subject and don’t get distracted

**“When you’re trying to have the kind of conversation where listening is key, don’t go down rabbit trails,” says Gilliland. In other words, avoid throwing out unrelated topics or insults to distract from the subject at hand, especially if it’s a difficult one.**

**To avoid doing this, Gilliland recommends that you ignore the noise and anchor yourself to the reason you started the conversation until it’s over.**

### 5. Stop making up stories

**Have you ever been in a conversation with another person where you feel a lot of information is missing?**

**Unfortunately, when we don’t have all the information, Gilliland says, we tend to fill in the blanks. And when we do that, we always do it in a negative way. That’s why he says to stop doing it and go back to asking good questions.**

### 6. Don’t make a big deal out of being wrong

**If you’re good at admitting fault, this should be a fairly easy tip for you. However, if telling someone that you’re wrong is an area you struggle with, active listening may be difficult for you.**

**Rather than being so invested in being right, try admitting when you’re wrong. Gilliland says it’s as easy as “My bad, I was wrong about that. I’m sorry.”**

# Hearing is a skill where you use your ears only. It one of the five senses. Listening uses different senses, like the sense of hearing, seeing, or sense of touch. Listening is a skill that lets the sound you hear go through your brain to process the meaning of it. Listening means also observing what you hear, like the speaker’s behavior and body language, in order to better understand what the speaker is talking about. Hearing is an involuntary act where you simply receive vibrations through your ears.

# Purpose of Listening

### Why listen?

* **Listen to let others know they matter**
	+ **You’re telling them their thoughts are important to you**
* **Listen to humble yourself**
	+ **Arrogance talks – Humility listens**
	+ **Listening elevates others**
* **Listen to help others find clarity**
	+ **Provide opportunity for people to hear their own voice**
* **Listen to act effectively**
	+ **Don’t waste energy by solving the wrong problem**
* **Listen to ask a question**
	+ **The right questions lead to discovery which is a service to those you are working with**

# The process of listening has the following purposes:

## ****To gain new information****

**The purpose of**[**listening**](https://learncybers.com/define-listening-how-it-is-different-from-hearing/)**is to gain information that becomes the basis for taking a decision on any topic. A student who attends to his teacher and listens to him attentively learns a lot. He stores this information in his mind and uses it in the examination. A customer listens to a seller attentively and gets information about a product.**

**Later, he orders for the purchase of that product. It means that listening becomes a useful activity for him.**

## ****Creating understanding****

**Another purpose of**[**listening**](https://learncybers.com/define-listening-how-it-is-different-from-hearing/)**is to create understanding between a listener and a speaker. He wants to bring the listener close to him. This intimacy results into better business between the two.**

## ****Verifying the message****

**There is another purpose of good listening. A listener tries to know the truth of a message when he listens to a speaker. He accepts the message if he finds it true, practical and acceptable.**

## ****To be urged to buy a product****

**A good listener listens about the qualities of a product attentively. He is urged to buy it for its attractive qualities. He is inspired to buy the product owing to his good quality of listening. He listens to the speaker with intention of knowing good things about a product.**

**The 5 Purposes of listening:**

**1. Mattering. Listen to let others know they matter.**

**People who feel they matter courageously work to make a difference. Those who feel they don’t matter go through the motions.**

**What’s important?**

**What are their hopes or fears?**

**What do they really want?**

**You infuse value into others when you attend to their words.**

**2. Humility.**

**Listen to humble yourself.**

**Arrogance talks. Humility listens.**

**No one can humble you. You must humble yourself. One way to practice humility is to let another speak their mind.**

**Listening elevates others.**

**3. Clarity.**

 **Listen to help others find clarity.**

**Provide opportunity for people to hear their own voice. Those who hear their own voice learn what they really think.**

**“Seek first to understand, then to be understood.” Stephen R. Covey**

**4. Effectiveness. Listen to act effectively.**

**It’s a waste of energy to solve the wrong problem.**

**Listen in order to do the right stuff.**

**5. Curiosity.**

 **Listen to ask a question.**

**Barriers to Effective Listening**

**Common Barriers to Listening**

**There are many things that get in the way of listening and you should be aware of these barriers, many of which are bad habits, in order to become a more effective listener.  Barriers and bad habits to effective listening can include:**

**Trying to listen to more than one conversation at a time, this includes having the television or radio on while attempting to listen to somebody talk; being on the phone to one person and talking to another person in the same room and also being distracted by some dominant noise in the immediate environment.**

**You find the communicator attractive/unattractive and you pay more attention to how you feel about the communicator and their physical appearance than to what they are saying. Perhaps you simply don't like the speaker - you may mentally argue with the speaker and be fast to criticize, either verbally or in your head.**

**You are not interested in the topic/issue being discussed and become bored.**

**Not focusing and being easily distracted, fiddling with your hair, fingers, a pen etc. or gazing out of the window or focusing on objects other than the speaker.**

**Feeling unwell or tired, hungry, thirsty or needing to use the toilet.**

**Identifying rather than empathizing –**

**understanding what you are hearing but not putting yourself in the shoes of the speaker. As most of us have a lot of internal self-dialogue we spend a lot of time listening to our own thoughts and feelings - it can be difficult to switch the focus from 'I' or 'me' to 'them' or 'you'. Effective listening involves opening your mind to the views of others and attempting to feel empathetic. (See our page:**[**What is Empathy?**](https://www.skillsyouneed.com/ips/empathy.html)**for more information)**

**Sympathizing rather than empathizing - sympathy is not the same as empathy, your sympathies when you feel sorry for the experiences of another, to empathize is to put yourself in the position of the other person.**

**You are prejudiced or biased by race, gender, age, religion, accent, and/or past experiences.**

**You have preconceived ideas or bias –**

**effective listening includes being open-minded to the ideas and opinions of others, this does not mean you have to agree but should listen and attempt to understand.**

**You make judgements, thinking, for example that a person is not very bright or is under-qualified so there is no point listening to what they have to say.**

**Previous experiences –**

**we are all influenced by previous experiences in life.  We respond to people based on personal appearances, how initial introductions or welcomes were received and/or previous interpersonal encounters.  If we stereotype a person, we become less objective and therefore less likely to listen effectively.**

**Preoccupation –**

**when we have a lot on our minds, we can fail to listen to what is being said as we're too busy concentrating on what we're thinking about. This is particularly true when we feel stressed or worried about issues.**

**Having a Closed Mind –**

 **we all have ideals and values that we believe to be correct and it can be difficult to listen to the views of others that contradict our own opinions. The key to effective listening and interpersonal skills more generally is the ability to have a truly open mind - to understand why others think about things differently to you and use this information to gain a better understanding of the** speaker.

**Effective communication is a valuable skill in the workplace, and listening properly is the most important part of effective communication.**

**Poor listening skills definitely make a huge, negative impact on team morale and productivity. This situation usually results in conflicts and misunderstandings among team members, and it creates a negative environment.**

**Fortunately,**[**listening skills can be learned**](https://www.brighthub.com/office/career-planning/articles/81476.aspx)**. The first step is to identify the barriers to listening. The second step is to consciously implement the tips provided here to overcome those barriers.**

## Excessive Talking

**Good conversational skills are an asset, and a person with these skills are more likely to achieve professional success. However, talking more than necessary is a barrier to effective communication. People hesitate to interact with a person who talks excessively without listening to them. They may also get bored, and excessive talking may be perceived as aggression.**

**Try these tips to overcome this habit:**

* **Think before you speak, and don’t speak if you have nothing important to contribute.**
* **Practice self-control. Allow the other person to speak.**
* **Avoid interrupting when the other person is speaking.**
* **Be aware of indulging in useless talk for the sake of talking.**
* **Be brief while conveying your thoughts.**
* **Observe your listener’s reactions while speaking.**

## Prejudice

**Prejudice is a preconceived opinion of feeling, which is usually irrational. Prejudice is very dangerous and has the potential to bring animosity into the team and to break team spirit. The reason for a prejudice may be the speaker’s race, religion, age or appearance. A prejudiced person will not make any effort to listen and understand.**

**Overcoming prejudice while listening:**

* **Respect the other person for his or her knowledge and skills, irrespective of the person’s background.**
* **Make conscious efforts to take charge of your thoughts.**
* **Consciously avoid taking an “I know what he or she is going to say” attitude while the other person is speaking.**

## Distractions

**The four main types of distractions are physical, mental, auditory and visual. Here’s how to avoid this com**mon barrier:

* **Face the person who is speaking.**
* **Maintain eye contact while the other person is speaking.**
* **Ensure that you are comfortable.**
* **Switch off the cell phone**.

## Expecting Others to Share Your Personal Beliefs and Values

**Everybody has their own personal beliefs and value systems, and it’s natural to want to apply them to others around us. Learn to appreciate that others don’t have to share your beliefs. In fact, their unique perspectives may shine light on problems and issues that you haven’t been able to deal with before!**

## Misunderstanding

**The inability to hear correctly is one of the many reasons for misunderstanding what a speaker is trying to communicate. You may think that it’s impolite to ask the speaker to clarify his words or intentions, but that’s not the case at all. Most people will appreciate the fact that you are making a focused effort to really understand what they are trying to say**.

## Interrupting

Interrupting a conversation with improper body language or inappropriate words will have a negative impact in effective communication. Here’s some tips to help you avoid this barrier to effective listening:

* Listen without interrupting while the other person is speaking.
* If you seek to clarify something, use appropriate body language such as raising your hand or ask politely for more details (like “I am sorry to interrupt you…”).

## Faking Attention

**The person who is faking attention is just “hearing” but not “listening.” There may be some eye contact and the person may even be nodding, but the mind is elsewhere. The person may be thinking about what to have for lunch or what to wear for the party that evening. Faking attention is a habit for some people, but it conveys lack of respect and dishonesty.**

**Try these tips:**

* **Make it a habit to listen attentively. It is advisable to assume that the other person knows something that you may not know.**
* **Avoid thinking about how to reply when the other person is speaking.**
* **This habit can be overcome by taking notes while the other person is speaking**.

## Bringing in Emotions

**Emotions erect barriers to effective communication. A listener's senses are not likely to be functioning at their optimum level when he or she is angry. Likewise, it is not possible to understand or appreciate what the speaker is saying if the listener is excessively sad.**

**Tip: It is better to avoid conversations when you are angry or excessively sad.**

## Noise

**Noise is any unwanted sound. It is a great impediment to clear communication. It is impossible to listen in a noisy environment – it becomes a frustrating experience for both the speaker and the listener.**

* **Try to avoid conversations in noisy surroundings.**
* **Eliminate the source of noise whenever possible. Turn off cell phones, radios and television sets**.

## Fear

**Fear is a great barrier to listening. People who are afraid during a conversation are not likely to listen. They become defensive and tend to argue.**

**Tips to overcome fear:**

* **Be aware that fear can only worsen the situation. Listen to what the other person is about to say without fear.**
* **Keeping calm will give you mental strength to face any situation.**
* **Taking a deep breath helps in overcoming fear.**

**Great leaders are good listeners.**[**Effective listening**](https://www.wright.edu/~scott.williams/LeaderLetter/listening.htm)**is a valuable skill that helps team members achieve their goals efficiently and improves productivity. This skill is necessary to stay competitive in the current global scenario. Implementing the above-mentioned tips will definitely help in improving listening skills. It is possible with self-examination and self-discipline.**

**CONCLUSION**

**When you listen to others patiently and attentively, they feel important and automatically reciprocate in the same fashion when you start speaking; so, you are always at an advantage.**

**REFERENCES**

 [www.wisdomtimes.com › blog › effective-listening-skills](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&ved=2ahUKEwiO5-O1nf_oAhUeDWMBHcPmB_0QFjABegQIDBAD&url=https%3A%2F%2Fwww.wisdomtimes.com%2Fblog%2Feffective-listening-skills%2F&usg=AOvVaw0dJf-mdFr2mVbWFwyq_y9b)

 **www.quora.com › What-is-meant-by-writing-skills**

**www.researchgate.net › post › what\_ is \_reading \_skill \_and.**

**CONCLUSION**