



A Presentation on:

LISTENING SKILLS

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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

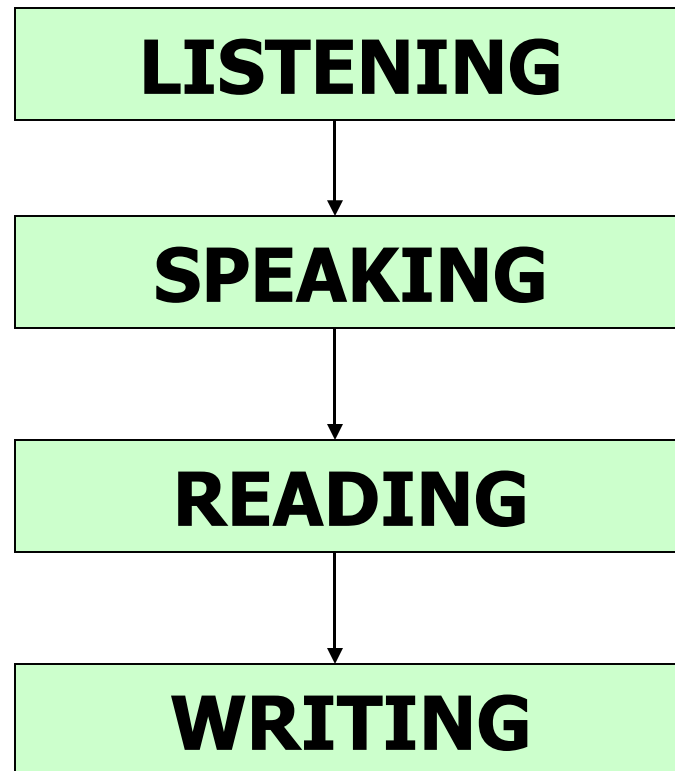
Many of the problems we experience with people in our daily lives are primarily attributable to ineffective listening or lack of listening





Listening Comes First

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





Listening is not Hearing

ACCORDING TO THE ELMHURST COLLEGE LEARNING CENTER:

Listening and hearing are not the same. Hearing is the first stage of listening. Hearing occurs when our ears pick up sound waves which are then transported to our brain. This stage is our sense of hearing.

Listening is a communication process and, to be successful, is an active process. In other words, we must be an active participant in this communication process. In active listening, meaning and evaluation of a message must take place before a listener can respond to a speaker. Therefore, the listener is actively working while the speaker is talking.

How can this happen? It is simple. Our thought speed is much faster than our speech speed. But be careful! Don't allow the thought speed to race into daydreaming. This habit will defeat our attempt to become an active listener.



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**





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 attentiveness and concentration.

FILTERING

The next step involves sensing and filtering of heard sounds. The heard message is categorized as wanted or unwanted. The unwanted message is discarded. 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 listener understands what the speaker has tried to convey. This activity can be described as absorbing, grasping or assimilating. The listener uses his knowledge, experience, perception and cognitive power.

REMEMBERING

The assimilated message is stored in memory to facilitate future recall.

RESPONDING

Responding to a message takes place at the end of the communication, immediately after or later, to show that the message is being received and comprehended.



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**



Physiological Barriers

- **State of Health** – State of health of the listener and the speaker affects the listening ability. Fever, pain or any other form of bodily discomfort makes it difficult for a person to listen or speak comfortably.
- **Disability** – Hearing deficiencies may lead to poor listening. Similarly, speech disorders of the speaker may make a speech incoherent to the listener. Speaker's accent may also make it difficult for the listener to comprehend.
- **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.



Psychological Barriers

- **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.



Psychological Barriers

- **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.



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!





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**THANK
YOU**