



Unit - 3 : Listening Skills

Que-1 : Define the term “Listening”. Explain various types of Listening. OR

Que-1 : What is the difference between “Listening” and “Hearing” ?

“Listening is the ability to understand the encoded message” Effective listening is an art of communication, which is often taken for granted and ignored. Listening is a process of receiving, interpreting and reacting to the messages received from the communication sender. Listening require conscious efforts of interpreting the sounds, grasping the meanings of the words and reacting to the message. No communication process is complete without listening

Hearing is merely the ability of ear to sense sounds around one, but, listening is more of conscious effort to interpret the sounds, requiring concentration of mind

TYPES OF LISTENING

Different situation require different types of listening. Listening can be categorized mainly in the following types.

[1] Discriminative listening : As the name itself suggests, discriminative listening is the most basic type of listening, whereby the difference between the sounds is identified. By being sensitive to changes in the speaker’s rate, volume, force, pitch and emphasis, the informative listener can detect even minute and minor meaning of difference in meaning.

[2] Comprehensive listening : When the listener comprehends the message in order to understand the full meaning, it falls into the category of comprehensive or evaluative listening. This type of listening results in to selection of the needed information out of the total information.

[3] Evaluative / Critical listening : Evaluative listening is also called ‘critical listening’ because we make judgments about what the other person is saying.

[4] Biased listening : Biased listening happens when the person hears only what they want to hear. Such biased listening is often very evaluative in nature.

[5] Superficial /Casual Listening : When the listener pays no attention on the content of the message , it becomes superficial listening. The uninterested listener can concentrate on the theme of the conveyed message.

[6] Appreciative Listening : When the listener listens something for enjoyment and pleasure such as songs, jokes, anecdotes, stories, it becomes appreciative listening.

[7] Focused Listening : When the listener listens something in the form of information, it becomes focused listening as the listener pays full attention to the content. Railway announcement, Reading of notices in school and college are examples of focused listening

[8] Attentive Listening : In this type of listening, the listener’s complete attention is must especially in situations such as interview, meeting, group discussion etc. Here the listener is expected to pay attention not only central idea but also to supporting as examples and illustrations.

[9] Empathetic Listening and Sympathetic Listening
This type of listening leads the listener not only to understand the physical message but also to peep into the listener’s state of mind, feelings and emotions. Psychiatrists listening to their patients fall in to the category of empathetic listening.

[10] Dialogic listening : The word ‘dialogue’ originates from the Greek words ‘dia’, meaning ‘through’ and ‘logos’ meaning ‘words’. Thus dialogic listening means learning through conversation. Dialogic listening is also known as ‘relational listening’ because with the help of exchange of ideas while listening, we also indirectly creates a relation.

[10] Relationship listening : Sometimes the most important factor in listening is in order to develop or sustain a relationship. This is why lovers talk for hours and attend closely to what each other has to say when the same words from someone else would seem to be rather boring. Relationship listening is also important in areas such as negotiation and sales, where it is helpful if the other person likes you and trusts you.

Apart from these types, there are two basic types of listening. All these types directly /indirectly falls into this category. (a) Active Listening (b) Passive Listening.

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Que – 2 : Differentiate between “Active Listening” and “Passive Listening”.

It has been calculated that most people speak anywhere between 100 and 175 words per minute. We are capable of listening, however, to nearly three hundred words per minute. Listening is anything but basically a passive, neutral activity.

Active Listening	Passive Listening
<p>(i) It is the process of converting an idea or thought into message with complete involvement.</p> <p>(ii) Listener encourages the speaker to express his ideas enthusiastically by showing interest in the speech.</p> <p>(iii) It is a two way process where listener plays an active role.</p> <p>(iv) Active listener never neglects the physical aspects of the speaker such as appearance, expressions, and bodily movements as they are very helpful to convey meaning to spoken words.</p> <p>(v) To encourage the speaker active listener responds non-verbally by rolling eyes, changing facial expressions, showing smile and in this way shows his keenness to listen.</p> <p>(vi) Active listening leads to effective and sound listener-speaker relationship.</p> <p>(vii) Active listener shows his thirst for knowledge and information by asking relevant questions frequently.</p>	<p>(i) It is the process of just absorbing the message without any involvement.</p> <p>(ii) The listener discourages the speaker by expressing boredom on his face.</p> <p>(iii) It is a one way process where the listener plays no role.</p> <p>(iv) Passive listener has nothing to do with these physical aspects as he wants to bring out no meaning from the spoken words.</p> <p>(v) Passive listener also responds non-verbally by yawning and showing boredom on face and discourages the speaker.</p> <p>(vi) No scope for listener-speaker relationship and in fact the speaker wants to avoid such listeners.</p> <p>(vii) Passive listener wants the speaker to conclude as early as possible and thus no chance of building up rapport between them.</p>

Advantages of Active Listening : Active listening gives positive results. It allows the speaker to improve communication because one side is aware of other’s view point. Speaker tries to give his best presentation. It helps in acquiring useful information.

Que - 3 : Explain benefits of effective listening.

Effective listening at all level is very important for the successful running of an organization. Good listening skills make workers more productive. The ability to listen carefully will allow you to :

(1) Better understand assignments and what is expected of you. (2) Build rapport with co-workers, bosses, and clients. (3) Show support. (4) Work better in a team-based environment. (5) Resolve problems with customers, co-workers, and bosses. (6) Answer questions; and find underlying meanings in what others say. Effective listening will improve the working condition and nurture harmony and unity among the workers and colleagues.

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Que - 4 : Explain Empathetic Listening in detail.	Que - 5 : Explain traits / tips / techniques of Good Listener
<p>'Empathetic' is an adjective of empathy which means an ability to imagine and share another person's feelings, experience, problems etc. These feelings are nothing but a state of mind and one can be an empathetic listener only when he / she listens someone very actively. This type of listening leads the listener not only to understand the message in the physical form but also to peep in to the listener's state of mind, feelings and emotions. Here the listener has to understand the speaker's implied meaning and intention. Psychiatrists' listening to their patients falls in to the category of empathetic listening. Empathetic listening is paying attention to another person with empathy. [Emotional identification compassion, feeling, insight]. An excellent technique to help one do this is called "active listening". Another technique is to ask how the person feels about the situation or perhaps feels. Empathy is not sympathy. Sympathy means "feeling for someone", empathy is "feeling as someone." The most important issue about empathetic listening in a classroom setting is when to use it. The general rule is that teachers have a right to teach and students have a right to learn. When the teacher and student can engage in a dialogue that does not violate their individual rights or the rights of others, then empathy is certainly appropriate. However when either a student or another person is attempting to engage in a dialogue that is disruptive and violates the rights of the teacher and or/students, then the teacher needs to be assertive and bring the class back to order.</p> <p><u>Important Elements/ Guideline of Empathetic Listening</u> <u>Build the trust</u></p> <ol style="list-style-type: none">1) Be attentive while listening2) Do not hurt the speaker's feeling.3) Allow disputants to express their emotions4) Reduce tension5) Provide problem solving environment6) Understand emotion and feeling of speaker7) Show interest in listening8) Use body language while listening9) Use words like "I understand you" or "I see"10) Do not interrupt/interrogate /give advice/11) Use open ended question12) Be sensitive to emotions	<p>(1) <u>Being non evaluative</u> : The behavior of the listener should convey the impression that you accept the person without making judgment of right or wrong, good or bad, suitable or unsuitable.</p> <p>(2) <u>Paraphrasing (summarize)</u> : If you wish to clarify a point, you can simply summarize what the speaker has said and enquire the speaker whether you have heard it accurately or not.</p> <p>(3) <u>Reflecting Implications (suggestions)</u> : In order to persuade the speaker (to motivate the speaker) to extend his ideas, the listener has to reflect eagerness and willingness to learn more by using expressions like nodding or through verbal means, thereby giving positive feedback.</p> <p>(4) <u>Inviting Further Contribution</u> : In a situation where listener haven't heard or understood enough. The listener can respond with empathy and understanding, prompt the speaker to give more information. The idea here is to get a better understanding of the subject by asking questions. But the questions should be for seeking information not to interrogate or challenge the speaker</p> <p>(5) <u>Responding Non-Verbally</u> : Listener can portray his image as that of an active listener by adopting certain postures, and sending non-verbal signal which communicates the listeners interest in what the speaker is saying. This may include eye contact, Leaning forward towards the listener, head nodding. Listener can also use some receptive utterances like 'yes''un-hum' to indicate that message of speaker is being understood.</p> <p>(6) <u>Motivate yourself to listen</u> : Listeners should motivate their mind to listen to the speaker carefully. They should prepare themselves to listen to others willingly. Listening can not be forced or imposed on the person. Individual should know the value and importance of listening.</p> <p>(7) <u>Respect the speaker</u> : Listeners should have respect for the speaker . They should not underestimate the speaker's ideas and thoughts.</p>

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Traits / tips / techniques of Good Listener (Continue from Page 3)	Que-6 : Explain Barriers to Effective Listening.
<p>(8) <u>Remove Horn effect</u> : Do not underestimate a person because he has couple of flaws in his behavior . Many people are like rough diamonds. They need to be understood carefully. The speaker ideas can be rejected or doubted by the listeners. However listener should nor insult or dislike the speaker .</p> <p>(9) <u>Positive body language</u> : Listener should maintain positive body language like nod of head, leaning forward, maintain erect postures, during communication .Moreover listener should not create any type of distractions by using unnecessary body language. Many listeners revolve pen, notebook, or any other object in their hand.</p> <p>(10) <u>Do not Interrupt</u> : Listeners should not interrupt the speaker unnecessarily. Many listeners have tendency to make remarks or comments during speech. Moreover many listeners repeat the words and expression of the speaker loudly.</p> <p>(11) <u>Speaker's use of appropriate body language</u> Speaker should use positive body language. Otherwise Listeners will be observing these body movements and thereby neglect ideas and expressions of the speaker.</p> <p>(12) <u>Listening should be taught as a skill</u> : The art of listening should be given importance in school and college curriculum. The skill should be taught to students just like, speaking, reading and writing skills. There should be sufficient practice and opportunity to enhance their listening ability.</p>	<p>(1) <u>Environmental Condition</u> : Environmental condition like humidity, temperature, atmospheres limits the listeners span of listening. Cloudy atmosphere may cause the listener to sleep.</p> <p>(2) <u>Space Distance</u> : Distance between the speaker and the listener from long distance may effect the listening process.</p> <p>(3) <u>Omniscient attitude of the listener</u> : Many people considered themselves as ' know all' men . According to them listening to others is pure waste of time. They are not listening to the speakers because they thing that they already know what he is going to say.</p> <p>(4) <u>Infrastructure</u> :Poor Infrastructure may effect listening process. Lack of proper ventilation, light, acoustics can act as a barrier to listening</p> <p>(5) <u>Speed of the speaker</u> : Speed of the speaker can act as a barrier to listening. The Human brain receives sounds at a specific speed. If this speed is not maintained properly, the listener's may get distracted.</p> <p>(6) <u>Speakers' Non-verbal communication</u> : Speaker's no use of facial expression, gestures, body language, eye contact and other factors can create barriers to listening.</p> <p>(7) <u>Voice and tone of the speaker</u> : The listener will feel bored and fade up to listen to monotonous speech. If the speaker's voice is not audible, the listener may not listen to it attentively.</p> <p>(8) <u>Lack of Factual Information</u> : Many Times listener do nor listen attentively and carefully because he does not find any factual information in the speech</p> <p>(9) <u>Language of the speaker</u> : If the speaker is using high technical jargon and difficult words, the listener will be clueless about the meaning of those words.</p> <p>(10) <u>Horn Effect in the Listener</u> : The horn effect is tendency to underestimate a person as bad in all the fields because he is bad in one of the field. The listeners reject and nullify the speaker's chance to speak for more amount of time because listeners dislike the speaker .</p>