

Listening

# DEFINITIONS OF HEARING AND LISTENING

## ● HEARING

- Hearing is the first component of listening process.
- Hearing means the sense through which a person or animal is aware of sound.
- Hearing is one of the senses of a person and it is the ability to perceive sound by detecting vibrations through an organ such as the ear.

## ● LISTENING

- Listening is a step further than Hearing.
- Listening is a process of becoming **aware** of the sound signals.
- Listening is the process of receiving ,interpreting and reacting to message Received from communication sender.

# Hearing vs. Listening



“Was I paying attention?”

# Hearing vs. Listening

- Do you think there is a difference between hearing and listening?
- You are right, there is!
- Hearing is simply the act of perceiving sound by the ear. If you are not hearing-impaired, hearing simply happens.
- Listening, however, is something you consciously choose to do. Listening requires concentration so that your brain processes meaning from words and sentences. Listening leads to learning.

Most people  
tend to be "hard  
of listening"  
rather than "hard  
of hearing."



# Difference between hearing and LISTENING

## HEARING

- Hearing is only refers to your ears picking up noise.
- Hearing is a passive occurrence that requires no effort.
- Hearing is a physical ability.

## LISTENING

- Listening means to interpret the noise, understanding it and provide an adequate response to it.
- Listening is a conscious choice that demands your attention and concentration.
- Listening is a skill that can be learned.

- Hearing is considered to be a biological phenomenon.
- In hearing, after the brain receives the nerve impulses it may or may not send feedback.

- Listening is biological as well as psychological process.
- In listening, after the brain receives the nerve impulses and deciphers it, it then sends feedback.

- The process of hearing is unintentional and ongoing.
- Hearing is an auditory perception of sounds.
- Hearing is the process of just absorbing the message without any involvement.

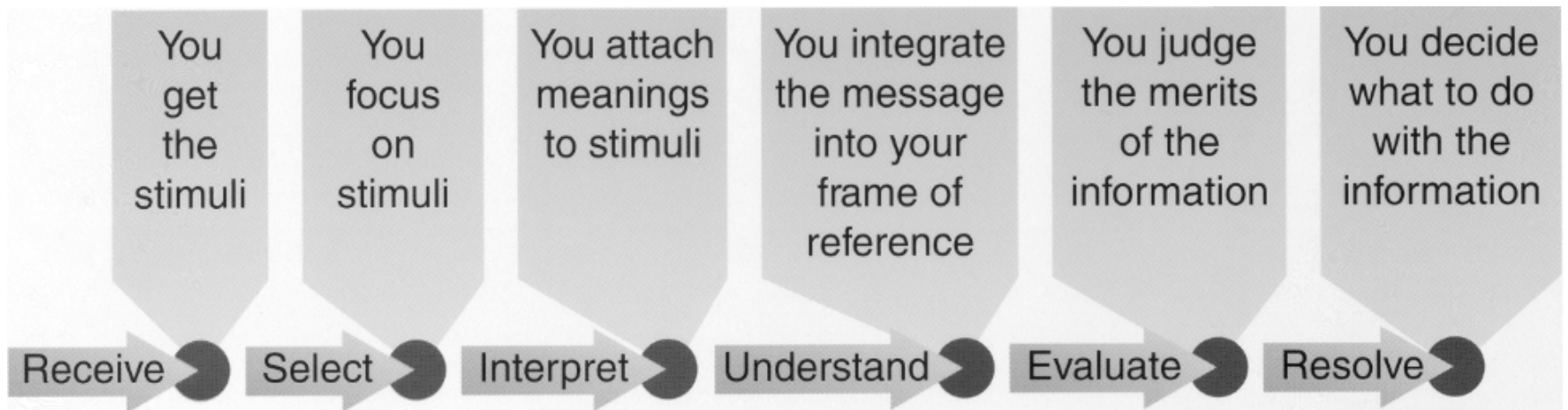
- The process of listening is intentional , systematic and specific.
- Listening is the interpretation of the sounds that are heard.
- Listening is the process of converting an idea or thought into message with complete involvement.



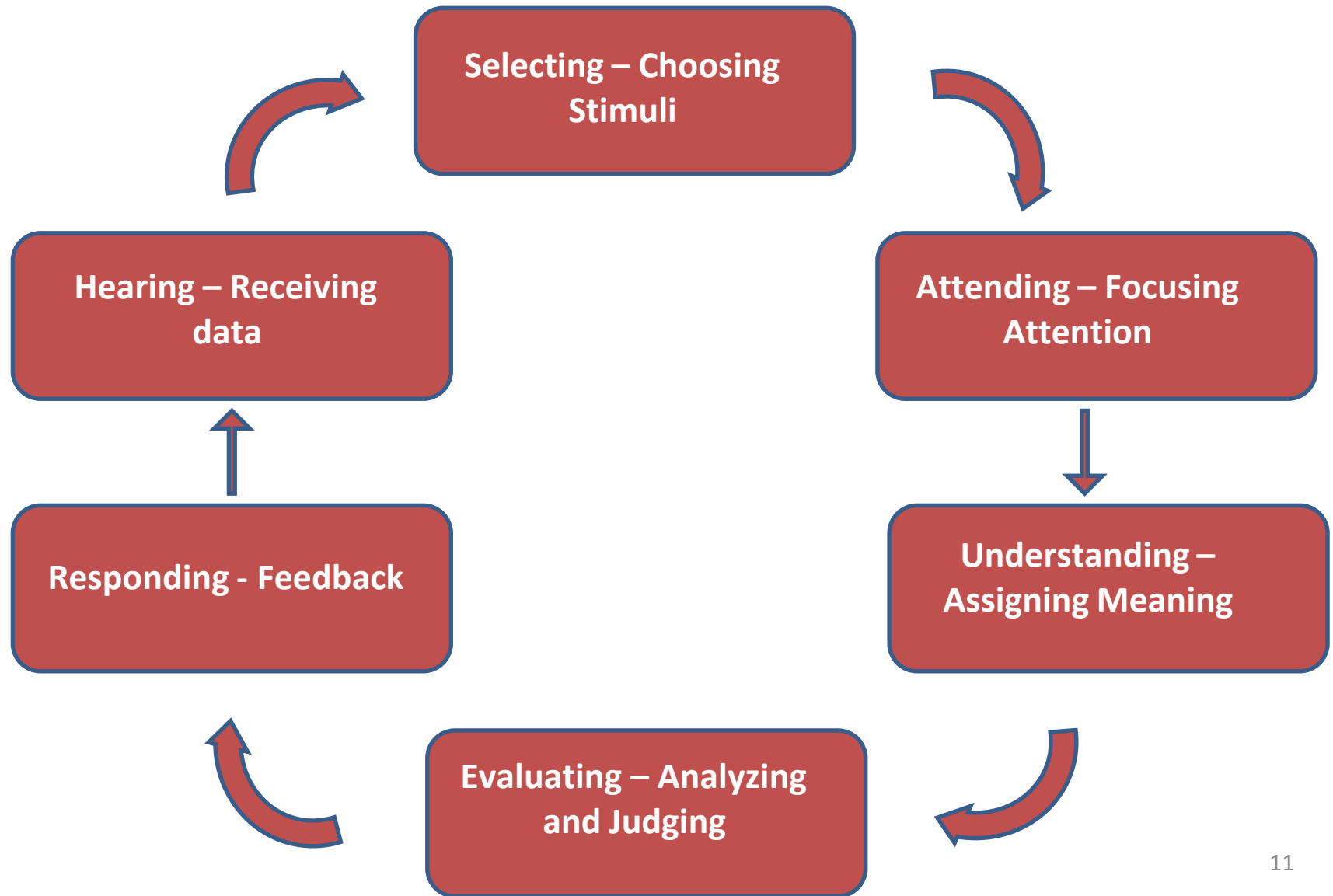
- Hearing is a one way process where the listener plays no role.

- Listening is a two way process where the listener plays an important role.

# The Process of Listening



# The Process.....



# Active Listening

- ... Allows you to make sure you hear the words and understand the meaning behind the words
- Goal: go beyond listening to understanding

# Active Listening Requires...

- Definite Intent to Listen
- Focus on the Speaker
- Verbal and Non-Verbal Encouragers
- Feedback Loop to Insure Accuracy

# Active Listening (4 Steps)

1. Listen
2. Question
3. Reflect-  
Paraphrase
4. Agree



# Step 1: Listen

- To Feelings As Well As Words
  - Words – Emotions -- Implications
- Focus on Speaker
  - Don't plan, speak, or get distracted
- What Is Speaker Talking About?
  - Topic? Speaker? Listener? Others?
- Look At Speaker
- Use Verbal & Non-Verbal Encouragers

# Step 2: Question

- 3 Purposes
  - Demonstrates you are listening
  - Gather information
  - Clarification
- Open-ended
  - Tell me more?
  - How did you feel?
  - Then what happened?



# Step 3: Reflect-Paraphrase

- Reflect What Is Said (In your words)
- Reflect Feelings
- Reframe
  - Capture the essence of the communication
  - Remove negative framing
  - Move toward problem solving

## Step 4: Agree

- Get Speaker's Consent to Your Reframing
- Speaker Has Been Heard and Knows It!
- Solution Is Near!

# Active Listening

- the listener participates fully in the communication process
- view communication as a dynamic, transactional process of sending and receiving messages

## ★ Active listeners:

- ★ Listen attentively
- ★ Provide feedback
- ★ Strive to understand and remember messages

## ★ Rewards:

- ★ Better grades in school
- ★ Enjoy conversations
- ★ Make fewer mistakes
- ★ Perform better
- ★ More productive

# Passive Listening

-the listener does not actively participate in interaction

- ★ “lazy” listening

- ★ View communication as a *one-way process* rather than as a *give-and-take*

- ★ Passive listeners:

- ★ Easily become bored or distracted
- ★ Ask few questions
- ★ Give negative nonverbal feedback

- ★ Rewards:

- ★ Generally none

- ★ Results:

- ★ Boredom, apathy, and lack of interest

# Active Versus Passive

## listening

- **Show keenness**
- **Expressions**
- **Alertness**
- **Questions- ask**
- **Not neglecting physical aspects**
- **Valid reason for criticism**



**Comprehensive  
Listening**

**Informative  
Listening**

**Appreciative  
Listening**

## **Types Of Listening**

**Empathetic  
Listening**



**Critical  
Listening**



## Types of Listening

- Appreciative Listening- this for deriving aesthetic pleasure, Listening for *fun*—to laugh, cry, use your imagination, or extend your creativity as we do when we listen to a comedian, musician or entertainer.
- Empathetic Listening- we provide emotional and moral support in the form of it. You try to put yourself in another person's place or see the world through his or her eyes e.g psychiatrists listening to their patients.
- Comprehensive –listening to comprehend ideas and information in order to achieve a specific purpose or goal e.g listen to lecture and Listening to announcements
- .

- Critical Listening: Listening to understand, analyze, and evaluate messages so you can accept or reject a point of view, make a decision, or take action
- when the purpose is to accept or reject the message or evaluate it critically. e.g listening to sales person before making purchase or listening to politicians .



# Effective Listening

- Effective listening requires an understanding that it is not just the speaker's responsibility to make sure he/she is understood.
- The listener has a major role to play in hearing the complete message.
- The following ideas will assist the listener in understanding the message.

# Ten Commandments of Effective Listening

- 1. Stop talking! You cannot listen when you are talking. You will only be thinking about what you are going to say next instead of paying attention to what the other person is trying to say. Consciously focus your attention on the speaker.
- 2. Put the speaker at ease: Relax, smile, look at the speaker and help that person feel free to talk. Look and act interested. Remove distractions: turn off the TV; close the door; stop what you are doing, and pay attention.
- 3. Pay attention to the nonverbal language of physical gestures, facial expressions, tone of voice, and body posture. An authority on nonverbal language says that 55 percent of the message meaning is nonverbal, 38 percent is indicated by tone of voice, and only 7 percent is conveyed by the words used in a spoken message. Few people know how to listen to the eyes; what a tapping foot means; a furrowed brow; clenched fist; the biting of nails. These often reveal the key feelings behind the words.
- 4. Listen for what is not said. Ask questions to clarify the meaning of words and the feelings involved, or ask the speaker to enlarge on the statement. People often find it difficult to speak up about matters or experiences that are very important or highly emotional for them. Listen for how the speaker presents the message. What people hesitate to say is often the most critical point.
- 5. Know exactly what the other person is saying. Reflect back what the other person has said in a "shared meaning" experience so you completely understand the meaning and content of the message before you reply to it. A good listener does not assume they understand the other person. You, as the listener, should not express your views until you have summarized the speaker's message to his satisfaction.

- 6. Be aware of "tune out" words. These are words which appear in the media that strike an emotional chord in the listener and interferes with attentive listening (e.g. abortion, nuclear war, communism, homosexuality). Avoid arguing mentally. Listen to understand, not to oppose.
- 7. Concentrate on "hidden" emotional meanings. What are the real feelings behind the words? What is the tone of voice saying? What does the emphasis on certain words mean? Notice how the meaning of the following question is changed when you change the emphasis from one word to the next.
  - What do you want?
  - What do you want?
  - What do you want?
  - What do you want?
- 8. Be patient. Don't interrupt the speaker. This is disrespectful and suggests you want to talk instead of listen. Allow plenty of time for the speaker to convey ideas and meaning. Be courteous and give the speaker adequate time to present the full message.

- 9. Hold your temper! Try to keep your own emotions from interfering with your listening efficiency. When emotions are high, there is a tendency to tune out the speaker, become defensive, or want to give advice. You don't have to agree to be a good listener. Don't argue! Even if you win, you lose.
- 10. Empathize with the speaker. Try to "walk in the other's moccasins" so you can feel what that person is feeling and understand the point of view the speaker is trying to convey.



## ACTIVE LISTENER

# Kinds of Listeners



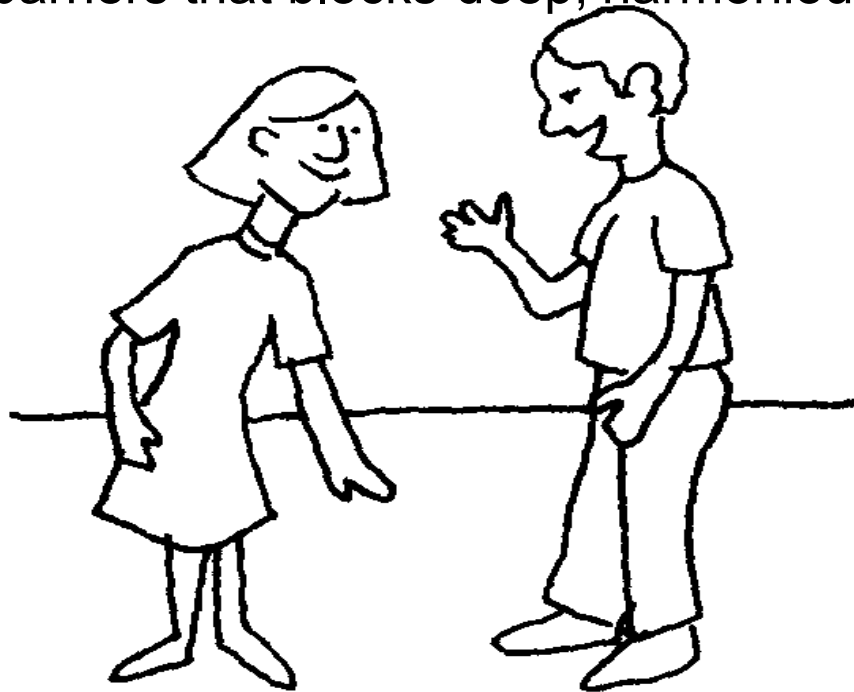
## PASSIVE LISTENER



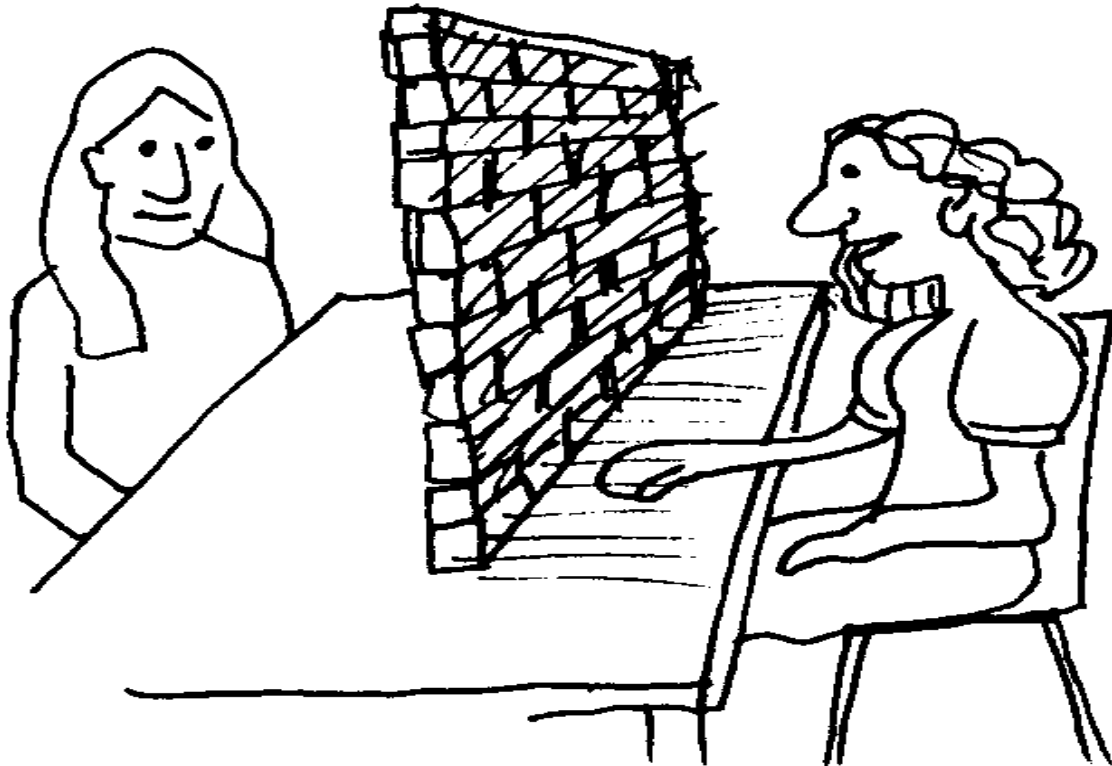
## IMPATIENT LISTENER



Effective listening is arguably one of the most important skills to have nowadays. Personal relationships need effective listening skills to face complicated issues together. Business people and employees need effective listening skills to solve complex problems quickly and stay competitive. Students and professors need it to understand complex issues in their fields. Thus, it is beneficial if we can understand and eliminate listening barriers that blocks deep, harmonious and lasting relationships.



Barriers to listening take many forms. It is inevitable that barriers will exist in any interaction, but anything which stops concentration, allowing the mind to wander off the topic, must be recognized and overcome if fully successful communication is to take place.



❑ Distraction in your mind



❑ Wandering attention



❑ Planning a reply

❑ Lack of interest





❑ Being self centered

❑ Avoiding what is difficult

❑ Excessive note-taking

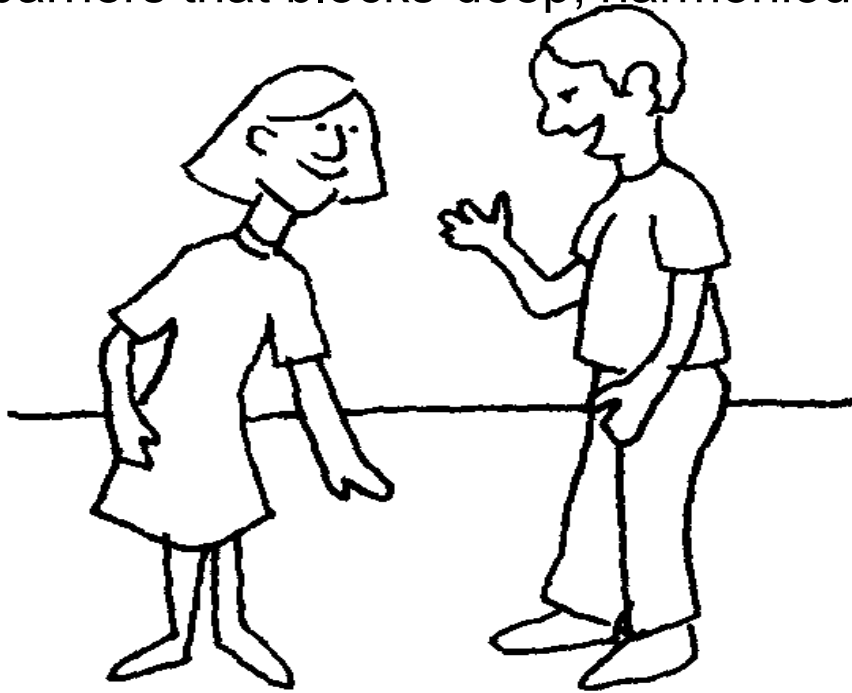
❑ Emotional blocks



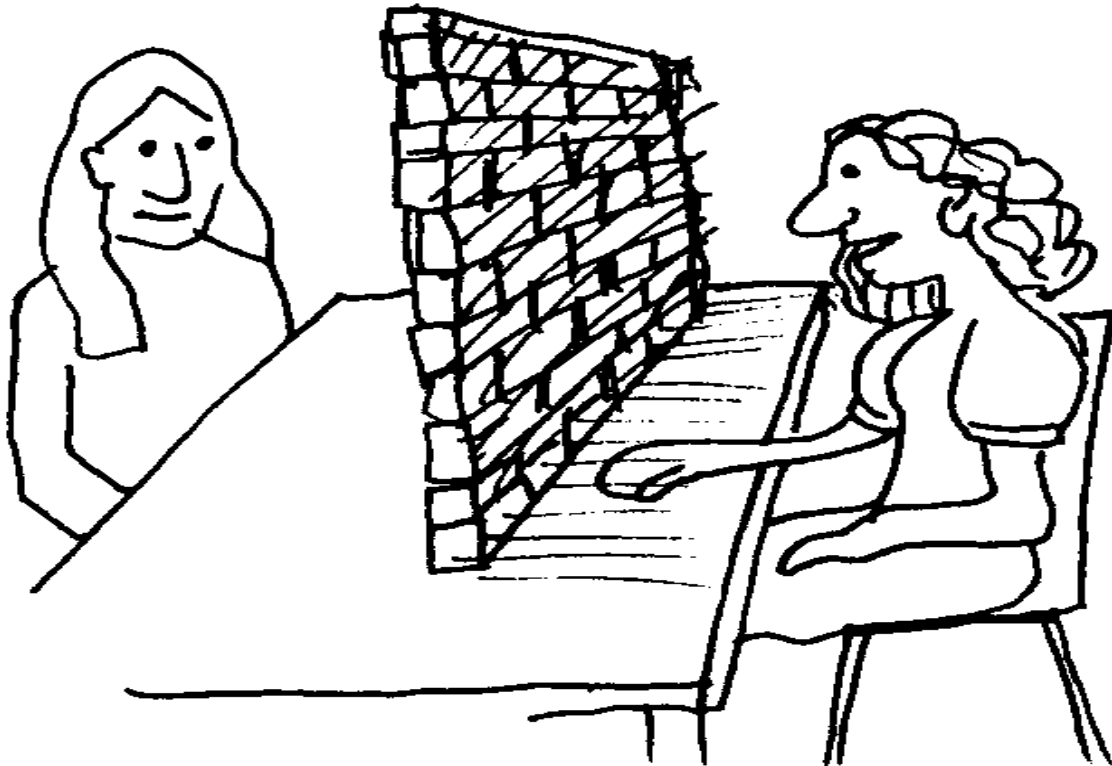


# BARRIERS TO LISTENING

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# ***How to Improve Your Passive Listening Skills***

The key to becoming a better communicator lies within your ability to listen. Most people spend more time speaking or crafting a response in their head instead of actually paying attention to what the speaker is saying. I heard a quote recently that said something to the effect of, “we listen to respond, not to understand.” Becoming a better passive listener is an important skill, and can be attained with the following simple steps:

## **1. Focus**

Turn off your electronics (yes, even your phone!) and try to concentrate on the speaker. Put your laptop away, and don't respond to any distractions. Phone calls, emails, and text messages can wait.

## **2. Position**

Face the speaker and sit in a position that tells him you're ready to listen. Keep your legs uncrossed and your arms open. Limit body movement, and lean in toward the speaker so she knows you're paying attention. There's almost nothing worse than taking the time to talk to someone who isn't displaying open body language, it's the first clue that you have a fake listener on your hands

### **3. Silence**

Passive listening requires little to zero verbal replies from the listener. As a listener, try to focus on the speaker's body language as well as his words. You may reply silently with a nod, or the response, "tell me more . . ." however, passive listening primarily asks the listener to remain completely quiet.

### **4. Enhanced Focus**

This goes along with the first step, once you've removed distractions like cell phones and personal computers further enhance your ability to practice effective passive listening by refraining from indulging in a personal internal dialog. Try to avoid crafting any kind of response to what the speaker says instead focus exclusively on his or her words and body language. Does the speaker have an open body position? Is his or her arms crossed? Do his or her words connect somehow to what he or she is saying? Without crafting a response, simply sit passively and absorb your speaker's words, body language, and facial expressions. You'll be amazed at how much information you can glean from these simple bodily clues.



## 5. Lean In

Again, part of a successful passive listener's body vocabulary, leaning in tells the listener that

you are truly engaged with the subject, even if you aren't responding verbally. Leaning in is an essential tool of the passive listener, and enables the speaker to relax and express him or herself more openly.

# The 10 Principles of Listening

A good listener will listen not only to what is being said, but also to what is left unsaid or only partially said.

Effective listening involves observing body language and noticing inconsistencies between verbal and non-verbal messages.

For example, if someone tells you that they are happy with their life but through gritted teeth or with tears filling their eyes, you should consider that the verbal and non-verbal messages are in conflict, they may not mean what they say

## 1. Stop Talking

*"If we were supposed to talk more than we listen, we would have two tongues and one ear."*

-Mark Twain.

Don't talk, listen. When somebody else is talking listen to what they are saying, do not interrupt, talk over them or finish their sentences for them. Stop, just listen. When the other person has finished talking you may need to clarify to ensure you have received their message accurately

## **2. Prepare Yourself to Listen**

Relax. Focus on the speaker. Put other things out of mind. The human mind is easily distracted by other thoughts – what's for lunch, what time do I need to leave to catch my train, is it going to rain – try to put other thoughts out of mind and concentrate on the messages that are being Communicated

## **3. Put the Speaker at Ease**

Help the speaker to feel free to speak. Remember their needs and concerns. Nod or use other gestures or words to encourage them to continue. Maintain eye contact but don't stare – show you are listening and understanding what is being said.

## **4. Remove Distractions**

Focus on what is being said: don't doodle, shuffle papers, look out the window, and pick your fingernails or similar. Avoid unnecessary interruptions. These behaviours disrupt the listening process and send messages to the speaker that you are bored or distracted.

## **5. Empathise**

Try to understand the other person's point of view. Look at issues from their perspective. Let go of preconceived ideas. By having an open mind we can more fully empathise with the speaker. If the speaker says something that you disagree with then wait and construct an argument to counter what is said but keep an open mind to the views and opinions of others.

## **6. Be Patient**

A pause, even a long pause, does not necessarily mean that the speaker has finished. Be patient and let the speaker continue in their own time, sometimes it takes time to formulate what to say and how to say it. Never interrupt or finish a sentence for someone.

## **7. Avoid Personal Prejudice**

Try to be impartial. Don't become irritated and don't let the person's habits or mannerisms distract you from what they are really saying. Everybody has a different way of speaking – some people are for example more nervous or shy than others, some have regional accents or make excessive arm movements, some people like to pace whilst talking - others like to sit still. Focus on what is being said and try to ignore styles of delivery.

## **8. Listen to the Tone**

Volume and tone both add to what someone is saying. A good speaker will use both volume and tone to their advantage to keep an audience attentive; everybody will use pitch, tone and volume of voice in certain situations – let these help you to understand the emphasis of what is being said

## **9. Listen for Ideas – Not Just Words**

You need to get the whole picture, not just isolated bits and pieces. Maybe one of the most difficult aspects of listening is the ability to link together pieces of information to reveal the ideas of others. With proper concentration, letting go of distractions, and focus this becomes easier.

## **10. Wait and Watch for Non-Verbal Communication**

Gestures, facial expressions, and eye-movements can all be important. We don't just listen with our ears but also with our eyes – watch and pick up the additional information being transmitted via non-verbal communication.

Do not jump to conclusions about what you see and hear. You should always seek clarification to ensure that your understanding is correct.