

## Types of Listening

Listening is an essential component of any communication. If you don't listen well, you probably won't completely understand what is being communicated.

- What are the different types of listening?
  - Competitive or combating listening
  - Passive and attentive listening
  - Responsive listening
  - Active and Reflective listening
  - Informational listening.
- Discriminative listening.
- Biased listening.
- Sympathetic listening.
- Comprehensive listening.
- Empathetic or therapeutic listening.
- Critical listening.

- Which listening style is the most effective?



- **Empathetic listening** is listening – without judgment – to understand how someone else feels. It can be useful for building trust. It allows the speaker to release emotions, and it can reduce tension in uncomfortable situations.

## What are 5 active listening strategies?

- Pay attention. Give the speaker your undivided attention, and acknowledge the message. ...
- Show that you are listening. ...
- Provide feedback. ...
- Defer judgment. ...
- Respond Appropriately.

Competitive or Combative Listening happens when we are more interested in promoting our own point of view than in understanding or exploring someone else's view. We either listen for openings to take the floor, or for flaws or weak points we can attack.

In this type of listening, people put their own views or opinions rather than listening to someone else. We are very much curious to point out flaws, drawbacks in what the person is saying. We pretend that we are listening but the fact is that we are not. The result is that due to this we fail to take in what actually the person is saying and this kind of activity creates barrier to good listening.

Passive listening - is one-way communication where the receiver doesn't provide feedback or ask questions and may or may not understand the sender's message. Attentive listeners focus on the speaker and try to eliminate distractions such as noise etc. Active listeners are also very patient and they try to let the speaker finish their thoughts without interruption. Attentive listening is very much important for effective communication.

In active listening, the listener carefully pays attention to the words of the speaker and responds accordingly. Active listening is a way of listening and responding to another person that improves mutual understanding. Listener understands and responds also. On the other hand, in the case of passive listening, the listener only hears the speaker's statement but does not respond to it.

You might be thinking about work, the grocery list, or something else entirely. For example, if you are in a meeting at work and someone is talking, but you are not really paying attention because you are thinking about the list of things you need to get done

The main difference between active and passive listening is that active listening is listening and reacting, but passive listening is listening without reacting.

# A C T I V E   L I S T E N I N G

## V E R S U S

# P A S S I V E   L I S T E N I N G

## ACTIVE LISTENING

Active listening is reacting while listening in order to emphasize understanding

Involve feedback and questions

Listener concentrates, understands, responds and then remembers what was said

Involves natural non-verbal cues like nodding and making eye contact

Used in counselling or solving disputes

## PASSIVE LISTENING

Passive listening is listening without reacting or responding

Does not involve feedback and questions

Listener's mind may move to other topics

May not involve these

Listening to music, listening to news, etc. are examples

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## What is Active Listening

Active listening is a way of listening and responding to another person, improving the mutual understanding between the two. It is the method of listening used in counselling and solving conflicts and disputes. Active listening involves listening and reacting, which indicates that you understood what was said. In this, reaction mostly involves non-verbal cues, such as nodding, making eye contact, and facial expressions. Note that these non-verbal cues happen naturally; if you concentrate on intentionally making non-verbal cues, you are not probably listening well.

Furthermore, when you are actively listening to someone, you won't interrupt the person who is speaking. But you will interact with him or her by asking questions or responding to his or her questions (once that person has finished speaking). Active listening is basically a two-way communication, and it requires a lot of attention, empathy and effort.

If the speaker has given permission, you can also take notes while listening. In active listening, it is also important to summarize and reflect back the main points communicated. This will help the listener to understand better.

## What is Passive Listening

Passive listening is basically hearing something without responding to it. When you are listening passively, you'll sit quietly without giving any response or reaction. For example, listening to music, watching the news, listening to a lecture, etc. In passive listening, there is a tendency of our mind moving to other topics from time to time; although you think that you are listening to something, you are not actually understanding what is being said. Therefore, passive listening is one-way communication.

Since there is no feedback or questions in passive listening, the speaker also has no way of knowing whether the listener understood the message or not. However, passive listeners also may sit quietly without any interruptions, just like in active listening. In such cases, you can identify an active listener from his or her non-verbal cues.

**Responsive Listening** - Responsive listeners demonstrate to the speaker that they are listening and understanding what is being said, which encourages the speaker to continue.

### Nonverbal responses

Smiling  
appropriate nod of the head  
Good eye contact  
taking notes

**What are verbal responses?**

Huh

I see

Yes

Really

**Reflective Listening** - is following the thoughts and feelings of another and understanding what the other is saying from his or her perspective. Reflective listening is a special type of listening that involves paying respectful attention to the content and feeling expressed in another persons' communication. Reflective listening is hearing and understanding, and then letting the other know that he or she is being heard and understood.

## Sympathetic listening

Sympathetic listening is **driven by emotion**. Instead of focusing on the message spoken through words, the listener focuses on the feelings and emotions of the speaker. This is done to process these feelings and emotions. By using sympathetic listening, you can provide the support the speaker needs

Empathetic and sympathetic are similar words, but they're not the same. While **being empathetic means putting yourself easily and completely in another person's shoes**, **being sympathetic means showing concern for someone when something bad happens to them**. 12-Aug-2022