

Chapter 7: Listening – More Than Meets the Ear

>> What It Means To Listen

Listening: the active process of making meaning out of someone else's spoken message

Listening is different than just hearing

Hearing: refers to the stimulus of the eardrum

Listening involves **attending** to the message (paying attention to it)

Listening applies to spoken messages

- Reading and interpreting nonverbal communication do not qualify as listening

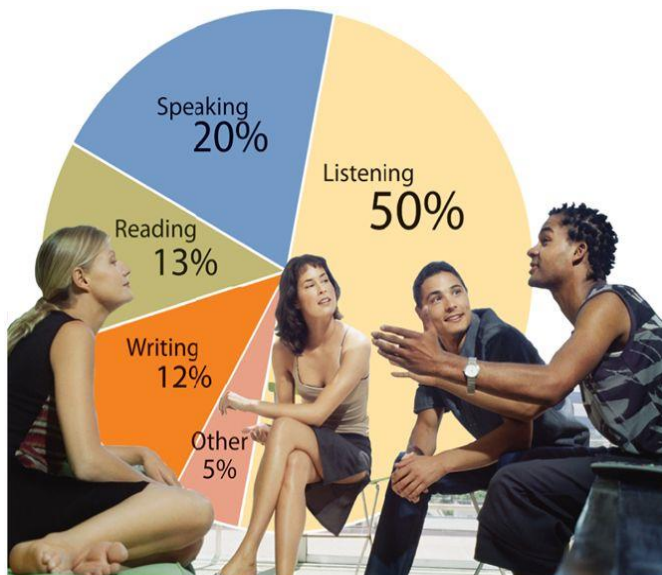
>> Two Ways of Listening

Mindless listening: reacting to others' messages automatically and routinely

- Involves low-level information processing
- Although it may sound negative, this form of listening is often necessary since we are exposed to so many messages

Mindful listening: giving careful thought and attention to the messages we receive

- Used when a message is important to us
- Typically used with significant others



Consider the role listening plays in:

- The workplace
- At school
- In your relationships
- Entertainment

>> **Misconceptions About Listening**

People often overestimate their listening abilities

Two common misconceptions:

- Hearing is the same as listening
- Listening is natural and effortless

>> **Ways of Listening**

HURIER Model: developed by Judi Brownell to describe the stages of listening

Table 6.1 HURIER Model of Effective Listening

Brownell's model suggests that effective listening has six elements, represented by the acronym HURIER.

Hearing	Physically perceiving sound
Understanding	Comprehending the words we have heard
Remembering	Storing ideas in memory
Interpreting	Assigning meaning to what we've heard
Evaluating	Judging the speaker's credibility and intention
Responding	Indicating that we are listening

>> **Potential Listening Responses**

Stonewalling: responding w/silence and lack of expression

Backchanneling: using facial expressions, nodding, saying “uh-huh”

Paraphrasing: restating the speaker's words in your own words

Empathizing: conveying that you understand and share the other person's feelings

Supporting: expressing your agreement for the speaker's opinion or

point of view

Analyzing: providing your own perspective

Advising: giving advice to the speaker

>> **Common Barriers to Listening**

Noise: anything that distracts you from listening to a message

Pseudolistening: using feedback behavior to *appear* as though you are paying attention

Selective attention: listening to only what you want to hear while ignoring the rest

Stage hogging: changing the focus of the conversation onto yourself

Information overload: the state of being overwhelmed by information

Glazing over: daydreaming or “zoning out” due to the mind thinking faster than others can speak or lack of interest

Rebuttal tendency: the propensity to debate a speaker’s point and formulate a reply while they are speaking

Closed-mindedness: the tendency to not listen to anything with which one disagrees

Interrupting: talking when it isn’t our turn/cutting someone off