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Lecture - 19

Communication: Significance of Listening

1. What misconceptions about listening have this course enabled you to overcome?

Ans: 1. Speaking is more important than listening. [I thought in an interview or any personal, speaking is more important but listening is also as important]

2. Speaking consumes energy, not listening.

3. Listening is an unconscious process.

2. Recall an incident where listening with prejudice hampered your learning experience.

Ans: In my school times, I heard some of the [10<sup>th</sup> class] senior students saying that the social teacher is very rude, biased, and doesn't clarify doubts. But when I got to 10<sup>th</sup> standard, I remembered the words of my senior students but there are opposite. She was friendly with everyone, and she clarified my doubts without hesitation two to three times, She showed some bias but in a good way, she gave some important questions to slow learners so that they could pass the exam.

Then onwards, I stopped "listening without prejudice."

3. State the difference between listening and hearing. Identify situations from your experience where you had only "heard".

Ans:

Listening	Hearing
<ul style="list-style-type: none"><li>- Listening is a mental activity</li><li>- It involves reception, selection, organization, evaluation, and response.</li><li>- Need full body attention.</li></ul>	<ul style="list-style-type: none"><li>- Hearing is a physical activity</li><li>- Hearing is like noise, fan sound, traffic sound...etc</li><li>- No need to pay attention</li></ul>

Situations like horn sounds, birds chirping, and fan and heater sounds...etc

Lecture - 20

Communication: Active Listening

1. What non-verbal encouraging signs would you employ while participating in a group discussion?

Ans: Non-verbal encouraging signs would you employ while participating in a group discussion are

- Make eye contact with a person who is speaking
- Nodding, so that the speaker understands we are getting the points.
- Smiling to denote positivity and friendliness
- Taking notes that show you value and respect for others
- Using words like "Umm", "Hmm", "I see"

2. How is active listening different from just listening?

Ans:

Active listening	Just listening
<ul style="list-style-type: none"> <li>• Actively involved, attention</li> <li>• Responds to speakers by verbal or non-verbal signs</li> <li>• Focuses on the speaker's words, emotions, and non-verbal cues</li> <li>• Engages in the conversation through questions</li> </ul>	<ul style="list-style-type: none"> <li>• Passive, may be distracted</li> <li>• May not respond or respond minimally</li> <li>• May be focused more on personal thoughts or distractions</li> <li>• May not ask doubts or questions, just participate</li> </ul>

3. How do you effectively conclude a conversation, leaving the speaker with a good feeling?

Ans: You effectively conclude a conversation by thanking the speaker and showing appreciation.

By saying words like "Nice talking to you"," Wonderful listening to you!", "I greatly appreciate the time you gave me." And encouraging, give some hope. By all these things the speaker leaves with a good feeling.

## Lecture - 21

### Communication: Barriers to Active Listening

1. State two ways in which you could overcome the barrier of inadequate language base.

Ans: Ways in which you could overcome the barrier of inadequate language base

- By asking politely the speaker to explain the meaning of common words.
- By improving ourselves by learning the languages
- By using visual aids if the ppt is available.

2. Over-enthusiasm is a barrier or an aid to active listening. Justify.

Ans: Over-enthusiasm can be both a barrier and an aid to active listening.

Barrier:

- Lead to excessive excitement, causing other listeners to be distracted or lose focus
- Before the speaker finishes their thoughts, an over-enthusiasm person leads to interrupts and hinders the flow of communication.

Aid:

- Engaged and interested in the conversation
- Showing enthusiasm through non-verbal cues and verbal cues.
- Inject energy and enthusiasm into conversation, make it enjoyable for both speaker and listener.

3. Why should one avoid positive bias?

Ans: One should avoid positive bias because if we have a positive bias, we feel whatever the speaker says is true and encourage them if we are wrong.

With positive bias, we cannot find the wrongs of the speakers which is bad for both speaker and listener.

## Lecture - 22

### Telephone Communication: Basic Telephone Skills

1. State the paradoxical reasons for which phone calls are important.

Ans: Phone calls are important for both their convenience in immediate communication and their ability to provide a personal touch and deeper connection compared to digital messages.

2. How do you prepare for a telephone conversation?

Ans: We can prepare for a telephone conversation by

- Keep a pen and paper to note out important points
- Smile, so that the speaker feels you are happy and good
- Do not eat or chew
- Pay attention to calls and stop doing other work.

3. How can you make a telephone conversation warm and alive?

Ans: To make a telephone conversation warm and alive:

- Start with a friendly greeting
- Active listening
- Express appreciation
- Use humor
- End on a positive note.

## Lecture - 23

### Telephone Communication: Advanced Telephone Skills

1. How do you tactfully keep a caller on hold?

Ans: To keep a caller on hold:

- First ask for permission politely.
- When you get back apologize, or say thanks.
- Say it with a smile.

2. What points should one note while receiving a call on somebody's behalf?

Ans: Points to be noted while receiving a call on somebody's behalf:

- First introduce yourself and ask that you are talking on behalf of that person.
- Note the details of the call, the name of the person called, date, time, and purpose of the call.

3. How do you handle delivering unpleasant news via a telephone conversation?

Ans: To handle delivering unpleasant news in a telephone conversation:

- Start with empathy
- Be direct and clear
- Allow emotional expression
- Offer support
- Provide alternative solutions if possible.

1. What keywords should you use while handling difficult callers?

Ans: Use these while handling difficult callers:

- Be diplomatic, be tactful.
- Give facts.
- Help to resolve problems, and offer alternative solutions.
- Use these words like “please”, “Sorry for the mistake” and “Thank you for your understanding”.

2. What listening sounds could you employ in a telephone conversation?

Ans: We can employ various listening sounds in a telephone conversation as

- Mm-hmm [indicate agreement]
- I see [indicate understanding]
- Oh? [for curiosity or interest]
- Go on [continue sharing thoughts or story]

3. List down the factors that provoke you to deal with difficult callers and practice the solutions suggested in the course to overcome it.

Ans: The factors that provoke you to deal with difficult callers and practice the solutions suggested in the course to overcome them.

Factors	Solutions
<ul style="list-style-type: none"><li>• Aggressive behaviour</li></ul>	<ul style="list-style-type: none"><li>• Remain calm and composed</li></ul>
<ul style="list-style-type: none"><li>• Uncooperative behaviour</li></ul>	<ul style="list-style-type: none"><li>• Use open-ended questions to encourage cooperation</li></ul>
<ul style="list-style-type: none"><li>• Emotional distress</li></ul>	<ul style="list-style-type: none"><li>• Practice empathy and active listening</li></ul>
<ul style="list-style-type: none"><li>• Miscommunication</li></ul>	<ul style="list-style-type: none"><li>• Speak clearly and avoid technical issues</li></ul>
<ul style="list-style-type: none"><li>• Long wait times</li></ul>	<ul style="list-style-type: none"><li>• Apologize and offer alternatives for long wait times</li></ul>
<ul style="list-style-type: none"><li>• Personal biases</li></ul>	<ul style="list-style-type: none"><li>• Treat all callers with respect and impartiality</li></ul>