Key Terms

active listening 64

1. [had trouble find the book definition]
2. Using body language and note taking to show you are listening.

analytical listening 69

1. People who are most interested in analytical listening are concerned with attending to the full message before coming to judgement.
2. Hearing all the details and the entire message before forming an opinion

counterfeit question 71

1. Disguised forms of advice or subtle traps
2. Unhelpful sarcastic questions

critical listening 70

1. People engaged in critical listening have a strong desire to evaluate messages with the purpose of accepting or rejecting time.
2. Focus on the validity of the message.

mindful listening 70

1. Involves giving careful and thoughtful attention and responses to the messages we receive.
2. giving careful thought and responses

mindless listening 70

1. react to others’ messages automatically and routinely, without much mental investment
2. not a lot of effort when listening.

paraphrasing 72

1. involves restating a speaker’s ideas in your own words.
2. Restating in your own words

relational listening 69

1. People who are primarily focused on relational listening are most concerned with emotionally connection with others.
2. Nonjudgmental and supportive when listening to someone.

sincere question 71

1. Genuine requests for information
2. Asking serious related question

task-oriented listening 69

1. people who are inclined to task-oriented listening are most interested in getting the job done.
2. People who care about getting the job done.