

LISTENING



- Listening might be defined as the art of hearing & understanding what someone is saying.

- According to a survey conducted, an individual spends 63% of time in listening, 22% of time in speaking, 11% on writing & 4% in reading.
- Listening is an important part of communication. It's rightly said "Bad listeners make Bad communicators".
- Listening is a process that includes attending, perceiving, interpreting, assessing & responding.

kinds OF LISTENING



1. Active Listening

- Active listening is the process by which an individual secures

information from another individual or group.

- It involves paying attention to the conversation, not interrupting and taking time to understand what the speaker is discussing.

ACTIVE LISTENING

- Active listening involves giving the other person time to explore their thoughts & feelings.
- It means not only focusing fully on the speaker but

also actively showing verbal & non-verbal signs of listening.

- It requires the listener to fully concentrate, understand, respond & then remember what is being said.

KINDS OF LISTENING(PASSIVE LISTENING)



- When a person is practicing passive listening, he is sitting quietly without responding to what the speaker is

saying.

- When you listen to music or a podcast or even the news, you are practicing passive listening.

Passive Listening

Passive listening can mean listening without really concentrating. It is what we may do when we are listening to:

- Music playing in the background.
- Conversations we aren't part of.
- Topics that don't interest us.
- People talking to us when we have other things on our minds or are involved in other activities.



Passive listening is fine in some situations, but can be a problem in others. It can even be disrespectful.

TYPES OF LISTENING

A) Informative Listening

Informative Listening:

- Listening to gather information such as facts, directions, news, or instructions.

- It is the listening with goal of learning, understanding & grasping information.
- It is considered as passive form of listening because the listener is not judging, criticizing or evaluating the message, but is just listening to understand it.

- Examples: Listening to lectures from Professors In the workplace we listen to understand

new practices & procedures. Listening to speech's, news etc.

- Poor Listening leads to lack of information that can be otherwise obtained .
- Vocabulary, Concentration & Memory are the 3 important variables which makes informative listening successful.

B)Appreciative Listening

- It includes listening to music for enjoyment, listening to some speaker because we like what they say (for eg:



Appreciative Listening

-listening for pleasure and

enjoyment as when we listen to

listening to some motivational speaker or our favourite sports person or any celebrity).

- Watching movies of our choice, or T.V shows or listening to some of our favourite radio show.
- The 3 important variables of Appreciative Listening are:

Presentation(the way things are shown),
Perception(what we think about what we are listening or seeing), Past experience.

6- Relationship Listening:

Listening in order to support and develop a relationship with the other person.




C) Relationship Listening

- The purpose of Relationship Listening is to help an individual or a group to improve relation amongst them.
- Therapeutic Listening is a special type of Relationship Listening.
- This form of listening brings to our mind situations where counsellors, medical personnel or other professionals allow a troubles person to talk about their problem.

- Although RL requires to listen for information, the emphasis is on understanding the other person.
- The 3 important variables of RL are: **Attending**(paying attention to verbal & non-verbal indications), **Supporting** (by patiently listening) & **Empathizing**(showing that we totally understand what the speaker is saying).

D) Critical Listening

- It is a form of listening which involves analysis, critical thinking & judgment.



Critical Listening

The goal is to understand and

- For e.g.: If there is an election happening in the near future, we would listen to the speech of the contestants & evaluate them critically & then decide whom to vote for.

E) Empathetic Listening

- Empathic listening is the practice of being attentive and responsive to others' input during conversation.



- Listening empathically entails making an emotional connection with the other person and finding similarities between their experience and your own so you can give a more heartfelt response.

Empathic Listening Tips

- Be interested in the speaker
- Have good eye contact and body language
- Minimize distractions
- Invite the speaker to expand on his or her thoughts
- Respond in a tone that is appropriate for the situation

Categories of Poor Listeners

- **The Faker-** Fakers only pretend to be listening. They may smile while you talk to them or intent to be attentive but in reality they are not listening, but just hearing.
- **The Dependent listener-** These type of listeners may agree excessively with what the speaker says, not because they really agree, but because they want to keep good relation with the speaker.

Categories of Poor Listeners

- **The interrupter-** They never allow the other person to finish talking. They are more concerned about their own thoughts & feelings rather than with those of others. They are afraid that they will forget something important that they want to say & hence interrupt.
- **4. The Intellectual Listener-** They pay attention only to the verbal communication, i.e towards the words that are used. They ignore the non-verbal part of communication.

Categories of Poor Listeners

- **The Judge & Jury Listener-** These listeners often become so involved in judging the ideas or behaviour of others that they don't hear the full story.

PROCESS OF LISTENING

Step 1: Selecting Stage

- The listener selects from among a multiple of stimuli, the only one that seems important at that point in time & converts it into a message.



PROCESS OF LISTENING



Step 2: Interpreting

- It involves the act of decoding the message. At this stage the listener is faced with multiple barriers that could be linguistic, psychological, emotional or environmental.

PROCESS OF LISTENING

Step 3: Evaluating

- At this stage the listener assigns a meaning to the message, draws inferences, seeks accuracy of information & evidence. While evaluating, experiences, beliefs & emotions can create a disturbance.

PROCESS OF LISTENING



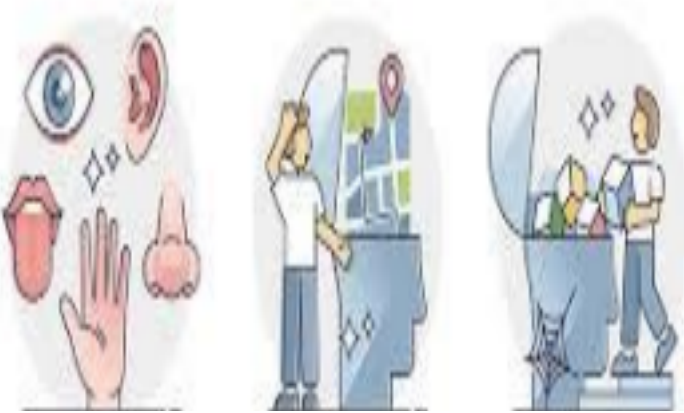
Step 4: Responding

- At this stage the listener is ready to respond. It is an important stage

for the speaker as well, since it is at this stage, the listener communicates through verbal & non-verbal signals that the message is understood.

PROCESS OF LISTENING

TYPES OF MEMORY



Step 5: Memory

- Effective Listening helps listeners to retain major part of what they have heard. If majority of the message is understood & stored

in the memory then we can say effective listening has taken place.

PROCESS OF LISTENING



Step 6 : Feedback

- Formative Feedback
 - It is a natural part of ongoing transaction between the speaker & the listener.
- As the speaker delivers the message, a listener signals his or her involvement with focused

attention, note taking, nodding
etc.

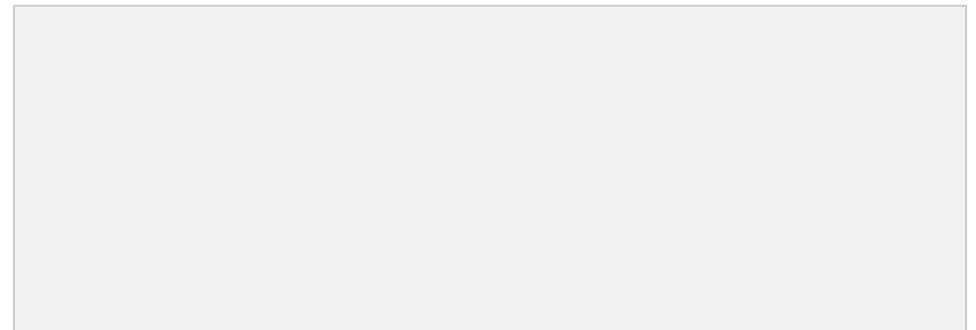
Formative feedback

- It is important to find out who is interested and who is not. To find out whether the message is clear or not.
- Speakers use this feedback to decide whether additional examples or explanation is needed.

PROCESS OF LISTENING

B) Summative Feedback

- It is given at the end of the



communication.

- There are verbal & non-verbal ways of indicating appreciation or disliking or disagreement with the speaker or the message that is conveyed.



Traits of a Good Listener



1. Be Interested

- A good listener will always show good interest & desire to listen to the speaker.
- Interest can be developed by being more attentive in the conversation.
- Interest shown by the listener encourages the speaker to be a better communicator.

Traits of a Good Listener



2. Stop Talking

- The most important guideline to effective listening is to stop talking or interrupting while the speaker is talking.
- Interruption or talking from the audience is a very strong distraction for the speaker.

Traits of a Good Listener



3. Concentrate

- A good listener must exercise mental discipline over oneself.
- Concentrate on what the speaker says.
- Do not get distracted by the external environment or internal environment.

Traits of a Good Listener



4. Avoid Distractions

- Do not create distractions such as fiddling with something, or tapping the floor, looking out of window etc.
- Do not crack jokes at what the speaker is saying, or participate in such cheap acts.

Traits of a Good Listener

5. Empathetic Listening

- The listener should try to empathize with the speaker.
- He should place himself in the position of the speaker & try to understand the thoughts , emotions & feelings of the speaker.
- This would make the speaker be more comfortable.

Traits of a Good Listener

6. Be Open-minded

- While listening it is very

important to have an open mind-set, as listener we must be open to accept new ideas, thoughts, information etc.

- We must avoid having preconceived notions about the topic & speaker

Traits of a Good Listener

7. Summarizing key information

- The listener must summarize &

evaluate the views expressed by the speaker.

- Such evaluation helps the listener to check whether he has understood the views or ideas expressed by the speaker which would enable to take proper decisions.

Traits of a Good Listener

8. Provide Feedback

- It is very important for a good

listener to provide feedback to the speaker about the topic that was discussed.

- Feedback completes and makes any communication very effective.

Implications of Effective Listening

1.Helps in Building Trust

- Listening actively to the speaker encourages them to share their opinions,



ideas & views with the listener, which in turn helps to build trust among the two.

- Effective listening also leads to non judgemental response, which encourages the speaker to communicate freely.

Implications of Effective Listening



2. Focused Listening

- Effective listening helps the listener to focus the important message communicated by the speaker.

- An effective listener will never miss out any important information that is shared by the speaker.

Implications of Effective Listening



3. Helps to build Knowledge, Skills & Understanding

- Effective listening will always help an individual to gain more knowledge, which in turn will help them to build new skills & better understanding of new things.
- There is a big pool of information around, its possible only through effective listening to

absorb the information.

Implications of Effective Listening



4. Public Relations

- An effective listener will make and develop strong relations with the people they meet.
- Good Public relations with people around will help the good listener to be good & successful team player too.



Defining the Purpose



- A purpose describes what the presenter wants to accomplish & also helps to know at the end of presentation, whether the same has been achieved.

Purpose can be classified into 2 broad categories

A) General

1. Informing

- A presentation is given to the new employee, has an informative

purpose.

2. Persuading

- Sales presentations made to the clients.

3. Entertaining

- Presentations or Speeches made or given for some T.V show, stand up comedy programs etc.

B) Specific

- For eg : An internal proposal presented to the superior so that the proposal gets accepted.

Analysing Audience

- Whatever be the occasion, a business presentation or speech must always be targeted to the right

audience.

- The presenter should know the demographic characteristics, size of the group, knowledge & attitude of the audience.

Certain Questions that could be analysed are:

1. What are their interests, likes & dislikes?
2. Are they familiar with the topic?
3. What is the size of the group?
4. Age range?
5. Gender distribution?

6. Cultural background?

7. Attitudes? Etc.

Structuring



- Structuring or Organizing material is very important for an effective presentation.
- A well organized presentation can make the message more comprehensible, keep the

audience happy & boost the
image of a speaker.

The following format can

be used

Delivery



- It is the most critical factor that leads to the successful presentation or speech.
- Selecting the mode of delivery is an important step in any presentation or speech.

Types of Delivery



1. Speaking Impromptu

- Unexpected talks are categorized as impromptu presentations.
- For eg: We may asked to “say a few words “ in a gathering or a superior may suddenly ask his subordinate to give a background to some problem.
- Speaking impromptu can be delivered effectively by taking minute or so to immediately decide on the points to be spoken.

- Anticipating in advance that we might be asked to talk or give our view point on the topic will require preparation at our end.

Types of Delivery



2. Speaking from memory

- This is the most difficult of all the modes of delivery.
- Memorizing a quotation, a story, an incident or an opening or closing remark always

strengthens our delivery.

Types of Delivery

- One of the major drawback of this kind of delivery is when the speaker forgets any word or sentence, which can lead to a disconnect with further speech. It becomes an embarrassing moment for the speaker.

Types of Delivery

3. Speaking from notes

- This mode of delivery is also known as



“extemporaneous” delivery which is planned & rehearsed in advance.

- The presenter can use outlines or note cards to deliver in a better way.
- Being thorough with the subject helps the presenter to create a good impact on the audience

Types of Delivery

4. Reading from a manuscript

- We have noticed that President's

& Prime minister's read from a text when they deliver some important messages to the nation, because the omission or addition of some words may be interpreted differently by the audience.

- Technical or complex business presentation also follow/use this mode.
- Stage fright is the term used to describe the nervousness that occurs when considering a speaking engagement.
- Stage fright is a phenomenon that any individual must

learn to control.

- Symptoms of stage fright can be dry mouth, tight throat, sweaty or cold hands, trembling hands, wobbly or shivery feet etc

Reasons for Stage Fright- Inadequate Preparation



Reasons for Stage Fright-Fear of being

Judged



Reasons for Stage Fright-Unfamiliarity with

the Audience



Reasons for Stage Fright- Fear of Public

Speaking



Reasons for Stage Fright- Negative Past

experiences





Reasons for Stage Fright- Fear of Inadequacy





Strategies to Overcome stage fright



Visualization Strategies

- Visualizing that we are delivering an effective speech.
- Closing our eye & visualizing that our audience is listening to us, laughing with us and applauding.
- Visualizing that at the end of the presentation, the audience is coming to us and congratulating us for an effective & wonderful presentation.

Strategies in advance of presentation

- Develop an interest in the topic
- Be extremely well-prepared
- Anticipate hard and easy questions
- Memorize the opening statement.

Strategies just before the presentation

- Reach the place of presentation at least by half an

hour to one hour early.

- Concentrate on the ideas.
- Concentrate on the audience.
- Take small sip of water.
- Breathe deeply for several minutes before the presentation.

Strategies when the presentation begins

- Use eye

contact with the audience. It makes us feel less isolated.

- If your legs are trembling then move around.
- Look at the friendliest faces in the audience.



Meaning



- An interview is a structured conversation where one participant asks questions, and the other provides answers.
- An interview also relates to transfer information in both directions.

TYPES OF INTERVIEW-Job Interview

- The term interview has been

synonyms with Job interview.

- It is the interview that is conducted to hire an employee to work for the organization.
- It's an interview which calls for a lot of preparation on the part of the interviewee and also on the part of the interviewer.

TYPES OF INTERVIEW-Job Interview

- Both the candidate and the employer hope to make a

good impression and to establish a rapport. • Most of the time, job interviews are formal & structured.

- There can be multiple rounds of interview for a job selection process.

TYPES OF INTERVIEW- Media Interview



- Media interviews are generally conducted to disseminate information to the public on the lifestyle and achievements of an individual/business or on the new policies introduced by the government.

- These interviews are meant to provide information and detail, create interest and build awareness.

TYPES OF INTERVIEW- Informational Interview



- An Informational Interview (also known as an informational meeting, coffee chat, or more generically, networking) is a conversation in which a person seeks insights on a career path, an industry, a company and/or general

career advice from someone with experience and knowledge in the areas of interest.

TYPES OF INTERVIEW- Informational Interview

- Informational interviews are often casual and candid conversations where both parties are focused simply on acquiring and sharing knowledge.
- They can also be formal if the knowledge seeker is a job seeker and the knowledge provider is a potential employer whose goal is not only to provide information to the job seeker, but also to learn about the job seeker and judge

their professional potential and corporate fit.

TYPES OF INTERVIEW- Persuasive Interview

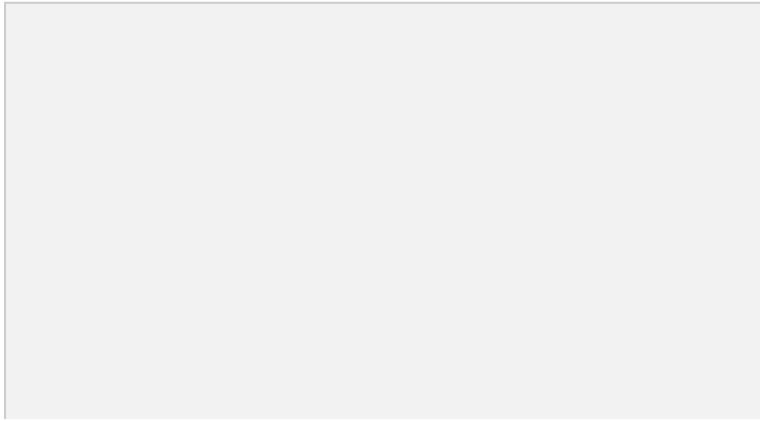


- This type of interview is designed to sell someone a product or an idea.
- When a sales representative talk with a target buyer, persuasion takes the form of convincing the target that the product or idea meets a need.

TYPES OF INTERVIEW- Persuasive Interview

- Persuasive interviewers require skills in finding out what the client really wants for which good listening skills are required.
- Sensitiveness is an important skill required for the success of this interview.

TYPES OF INTERVIEW- Counselling Interview

- 
- Counselling is a process through which one person helps another by

purposeful conversation in an understanding atmosphere.

- Counselling seeks to improve one's mental health.
- Counselling is a kind of an interview where the counsellor, after hearing the problems of an individual, decides what should be done and gives advice and suggestion to resolve their problem.



Types of Job Interview- Screening Interview



1.Screening Interview

- This interview may take place in person or over the telephone.
- The HR representative want to find out if the candidate meets the minimum qualification for the job & if yes the candidate will be passed on to the next level.

Types of Job Interview- Selection Interview



2.Selection Interview

- The employer knows that the candidate is qualified to do the job, but he needs to meet the candidate in person to find out that he\she have the necessary personality to fit in the job.

Types of Job Interview-Group Interview



3. Group Interview

- This type of interview is conducted to find out the leadership qualities in the candidates as well as to find out if they can be a good team player.